

**Dean of Students Office
Division of Student Affairs
Texas State University-San Marcos**

Annual Report 2010-2011

July 15, 2011

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**ANNUAL REPORT
DEAN OF STUDENTS OFFICE**

Administrative Support, Associated Student Government, Attorney for Students,
Leadership Institute, Student Emergency Services, Student Foundation,
Student Ombuds Service, Student Justice

**Student Affairs Division
Texas State University
2010-2011**

Executive Summary

The highlight of the Dean of Students Office (DOS) this year was the expansion of the office and the services it provides. After the foundation for the Texas State Leadership Institute was created last year, the Leadership Institute expanded this year with hiring a Coordinator in November 2010, an Assistant Coordinator in January 2011 and two student workers in spring 2011. In spring 2011, the Texas State Leadership Institute held the first area-wide Leadership Conference for over 200 attendees. DOS added services for students to comply with completing required alcohol/drug education and community service after completing a Student Affairs Division re-organization and hiring two staff members in fall 2010.

Major Accomplishments/Retention Initiatives

1. Administrative Support provided 46 students with notary services, responded to 5,227 phone/in-person and 448 email contacts for customer service, and notified 65 students who received a noise/host responsibility citation.
2. Administrative Support coordinated 76 new staff members for Sexual Harassment Training and 89 staff members for EEO Training.
3. Alcohol and Drug Compliance Services staff met with 114 students for alcohol/drug assessment and course completion as well as provided 369 students with opportunities to complete 3,536.50 hours of community service.
4. Associated Student Government awarded \$213,400 in scholarships to 122 students.
5. Assisted Associated Student Government with the logistics of hosting events such as the first overnight Senate retreat, a roundtable with university administrator, the Texas Student Association regional conference, an open forum for students about the concealed carry state legislation and the Texas State University System (TSUS) Student Advisory Board meeting during the Board of Regents visit at Texas State.
6. Attorney for Students Office served 1,013 students by appointment and over 200 students through presentations.
7. DOS coordinated notification of 15 student deaths.
8. DOS expanded as a result of Student Affairs Division reorganization. It now provides alcohol/drug complains and community service opportunities for students.
9. Leadership Institute successfully implemented first area-wide Leadership Conference for over 275 student and staff participants.

10. Leadership Institute expanded by hiring a Coordinator, Assistant Coordinator and two Student Workers.
11. Student Emergency Services awarded \$35,282.26 in Student Affairs Emergency Grants and Crawford Loans to 27 students.
12. Student Foundation awarded \$10,000 in scholarships.
13. Assisted Student Foundation with the logistics of hosting events such as Bobcat Pause, Foundations of Excellence, Etiquette Dinner and Texas State Veterans Day Celebration.
14. Student Justice staff met with 538 students to adjudicate and investigate alleged Code of Conduct violations as well as to discuss concerns for the students well-being.
15. Student Ombuds Services assisted 24 students to achieve resolutions related to university challenges.

Progress on 2004-2012 Administrative Support Plan

The Dean of Student Office created a new strategic plan this year for the 2010-2011 academic year that included strategies specific to the Leadership Institute. The Leadership Institute strategies that were completed are as follows:

- Strategy 1) Develop and implement university-wide student leadership conference. The first conference was conducted February 11-12, 2011 with the theme of Ethics, Service and Sustainability and hosted 278 attendees.
- Strategy 2) Hire a Coordinator and Student Development Specialist to lead Texas State Leadership Institute. Coordinator was hired November 2010, Assistant Coordinator was hired January 2011.
- Strategy 5) Connect the Dean of Students' chartered student organizations (ASG and SF) to the Texas State Leadership Institute. Student leaders from the Associated Student Government and Student Foundation were incorporated into the Institute by serving as volunteers and facilitators/group leaders during the Leadership Conference and serving as delegates at external leadership conferences.

Assessments

1. Administrative Support Customer Contacts Tracking showed Dean of Students Office staff responded to 5,227 phone/in-person customer service contacts and the peak months were October in fall and February in spring so the improvements that can be made is to schedule adequate staffing for the peak months.
2. Associated Student Government (ASG) Leadership Skills Proficiency Observations showed one hundred percent of ASG leaders demonstrated leadership development during 2010-2011, which is an increase of fifty percent by ASG leaders from last year so improvement includes the following:
 - a. Continue providing ASG Officer Orientation annually between May and September.
 - b. Expand intentional leadership development to more ASG leaders and meet with ASG leaders start of year, mid-year and end of year to set goals and evaluate.

3. Associated Student Government (ASG) Satisfaction Survey ratings indicated ASG leaders were highly satisfied with the advising by the Dean of Students staff so the action plan is to continue providing ASG Officer training and explore conducting the satisfaction survey in a different manner to ensure better anonymity to encourage more responses and more constructive feedback
4. Attorney for Students Client Satisfaction Survey showed 99% of survey respondents were either highly satisfied or exceptionally satisfied with the Attorney for Students services, but needed improvements reflected in the survey results indicate more staff providing services to reduce waiting time for appointments so a half-time attorney was approved to be hired for 2011-2012.
5. Leadership Institute Conference Evaluation showed that 100% of respondents agreed or strongly agreed that their experience at the conference was positive, but comments showed that students would prefer the Saturday events to begin and end earlier so the plan is to start the conference next year on Saturday at 9 a.m. instead of 10 a.m. and end by 5 p.m. instead of 6 p.m. Other improvements for next year's conference include an on-line conference session registration process to allow participants to view session descriptions and to register in advance of the conference.
6. Student Emergency Services Satisfaction Survey showed increased satisfaction from 90% in fall 2009 to 100% in fall 2010, but more feedback about the service is needed so phone calls to remind students to complete the survey will be made next year.
7. Student Foundation (SF) Leadership Skills Proficiency Observations showed fifty percent of SF leaders demonstrated leadership development during 2010-2011, so improvement includes the following:
 - a. Continue providing SF Officer Orientation annually between May and September.
 - b. Expand intentional leadership development to more SF leaders and meet with SF leaders start of year, mid-year and end of year to set goals and evaluate.
8. Student Foundation (SF) Satisfaction Survey showed a desire from the officers for more leadership training and support during officer transition so improvements include continue providing the spring SF Officer Orientation and the fall SF Retreat as well as expand the evaluation process to include committee directors who are responsible for major SF programs and now interact regularly with the Dean of Students Office staff.
9. Student Justice Reflective Essay shows 84% of the essays submitted indicated students demonstrated an overall minimum understanding of AWARENEESS based on receiving the score of at least six points out of nine possible points.
10. Student Justice Satisfaction Survey reflect most satisfaction at "1" and least satisfaction at "4," and showed the average survey score in fall 2010 was 1.40 and in spring 2011 was 1.36, but comments this year reflect as in past years that the timeliness of the entire process is an area of improvement so a new electronic database is being purchased to utilize the efficiency of technology automation and new staff resources are being identified to address this issue.
11. Student Ombuds Services Satisfaction Survey showed students who responded to the assessments were satisfied with the ombudsman service.

Presentations by Department Staff

The following 31 presentations were conducted by Dean of Students staff in addition to both attorneys in the Attorney for Students area who made presentations on campus to undergraduate and graduate students on varied issues such as renting an apartment, risk management for student organizations and legal liabilities of different professions reaching over 200 students this year.

	<u>PERSON</u>	<u>PRESENTATION TITLE</u>	<u>AUDIENCE</u>	<u>LOCATION</u>
1.	Mr. Ismael Amaya	Study Abroad: Things to Remember Wherever You Go	15 students	Texas State
2.	Mr. Ismael Amaya	Campus Safety Issues Panel Discussion (part of Lone Star College Academy)	30 (Lone Star College System current & emerging leaders)	ACC's Highland Business Center
3.	Mr. Ismael Amaya	Student Justice & UPD (part of new officer training)	1 New UPD Officer	Texas State
4.	Dr. Margarita M. Arellano	"Leadership and Professionalism"	Campus Recreation Presentation	Texas State
5.	Dr. Margarita M. Arellano	"Reflecting on Your Leadership Experience"	Texas State Leadership Institute Conference	Texas State
6.	Dr. Margarita M. Arellano	"Leading as a Greek Student"	Greek Scholarship Dinner	Texas State
7.	Dr. Margarita M. Arellano	"Vision for the Texas State Leadership Institute/Conference and its Implementation"	Presented at 1 st Reunion of Sustainability Workshop attendants	Texas State
8.	Dr. Margarita M. Arellano	"Practical Leadership in the Workplace"	Housing and Residential Life Student Staff Training	Texas State
9.	Dr. Margarita M. Arellano	Leadership: A Vision for the Future	Student Foundation Members during retreat	Texas State
10.	Ms. Stacy Batts Stokes & other instructors	Alcohol Education Program for minors	338 students & non-students (17 presentations)	Texas State
11.	Ms. Shannon FitzPatrick	Traditions of Texas State	Student Foundation Members during retreat	Texas State
12.	Ms. Shannon FitzPatrick	History of Student Foundation	Student Foundation Members during meeting	Texas State

13.	Mr. Vincent Morton	“Representing Texas State”	Orientation Assistants	Texas State
14.	Mr. Vincent Morton	“Career in Student Affairs”	NIRSA Lead-On	Texas State

Special Recognitions for Department and/or Staff

1. Dr. Margarita M. Arellano received the Student Affairs Outstanding Leadership and Achievement.
2. Ms. Cheryl Harper received a Student Affairs Champion of Success Award.
3. Ms. Cheryl Harper received the Student Affairs Classified Employee of the Year Award.
4. Ms. Kathryn Weiser received a Student Affairs Champion of Success Award.
5. Ms. Kathryn Weiser was selected as one of the Foundations of Excellence.
6. Ms. Laramie A. McWilliams received the Student Affairs Outstanding Contribution.
7. Ms. Shannon FitzPatrick was selected as one of the Foundations of Excellence.
8. Associated Student Government Executive Assistant Cody DeSalvo was a runner-up for the university’s Organization Man of the Year.
9. Student Body President Melanie F. Ferrari was selected as the university’s Organization Woman of the Year.
10. Student Body Vice-President Colter Ray was selected as the university’s Organization Man of the Year.
11. Student Foundation Executive Vice President (fall semester)/President (spring semester), Stephen Gates was selected as the 2010-2011 William Hatfield Hogue Endowed Memorial Scholarship winner.
12. Student Foundation President (fall semester), Christopher Covo served as the Student Regent for 2010-2011.
13. Student Foundation President (fall semester), Christopher Covo was selected as the LBJ Outstanding Senior Student for 2010-2011.

Major Objectives for 2011-2012

1. Create endowment for Leadership Institute and fundraise for major Institute programs, including the annual Leadership Institute Conference.
2. Create Leadership Institute Advisory Board consisting of students, faculty, staff and alumni representatives.
3. Create Student Leadership Team to assist full-time staff in the development and implementation of Institute programs.
4. Develop an automated system module for Sexual Harassment training.
5. Develop and implement methods of sharing information with the university community about how to address concerns about students related to safety and behavior.
6. Develop and implement programming for a multi-tiered leadership development program.

7. Develop and implement targeted fundraising strategies for alumni and other donors wishing to support Student Foundation programs and endowed scholarships.
8. Hire and train a new part-time Attorney for Students.
9. Implement a comprehensive recruitment and training program for Student Justice Judicial Board members.
10. Implement a transition program for the Associated Student Government President and Vice-President.
11. Move towards the implementation of a more effective (web-based) judicial process & records software (Adirondack) in order to facilitate case tracking, data analysis, and record retention.

Major Trends/Challenges for 2011-2012

1. The Leadership Institute and Leadership Conference lack recurring/permanent funding.
2. The growing student population has continued to increase the plethora of student emergencies being reported to the Dean of Students Office and is overwhelming the resources of funding and the one staff member assisting the students in crisis.
3. Students' attitudes and perceptions regarding marijuana and alcohol correlates with their refusal to discontinue using.
4. The involvement of non-traditional and graduate students in alleged violations of the Code of Student Conduct and the Honor Code continues to increase.

**ANNUAL REPORT
Dean of Students Office
ADMINISTRATIVE SUPPORT**

**Student Affairs Division
Texas State University
2010-2011**

Accomplishments/Retention Initiatives

1. Managed 5,227 total contacts for customer service during the year. The highest number of contacts received was in the months of October (533) for the Fall semester and in the month of February (777) for the Spring semester.
2. Worked individually to provide 46 students for notary services.
3. Notified 65 students that received a noise/host responsibility citation
4. Scheduled and coordinated 76 new staff members for Sexual Harassment Training.
5. Scheduled and coordinated 89 staff members for EEO Training
6. Responded to 448 requests for assistance via the Dean of Students Office email account.
7. Coordinated notification of 15 student deaths
 - a. Emailed deceased students' current faculty
 - b. Emailed 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

Progress on 2004-2012 Administrative Support Plan

n/a

Assessments

The tracking of the contacts began in July, 2010, telephone contacts began in June, 2010.

Presentations by Department Staff

n/a

Special Recognitions for Department and/or Staff

n/a

Objectives for 2011-2012

1. Develop an automated system module for Sexual Harassment training
2. The student workers are the primary point-of-telephone contact at the Dean of Students Office. Continue to provide the student workers training and expand it with possible scenarios that may occur during the year.

Trends/Challenges for 2011-2012

1. Obtaining the resources to set-up the module for the Sexual Harassment training.

ANNUAL REPORT
Dean of Students Office
ASSOCIATED STUDENT GOVERNMENT

Student Affairs Division
Texas State University
2010-2011

Accomplishments/Retention Initiatives

The Associated Student Government (ASG) being co-advised by the Dean of Students and the Assistant Dean of Students continued successfully from last year as reflected with the ASG leaders taking more responsibility to achieve their goals. One goal ASG leaders accomplished this year was fostering the relationship between the Executive, Senate and the House of Graduate Representatives (Graduate House) to better include the House under the ASG umbrella organization. The ASG President and Vice-President conducted a four hour officer training on Monday, August 23, 2010 with the assistance of the co-advisors, who had organized the officer training the year before. Senators received an overnight training from Saturday, August 28, 2010 to Sunday, August 29, 2010 planned by the ASG officers. This year the co-advisors held a transition meeting between the outgoing and incoming President and Vice-President, which resulted in valuable experiential advice for the new Administration. In addition to the meetings, more events were organized by the ASG leaders this year.

On Tuesday, October 5, 2010 ASG hosted a roundtable with university administrators allowing students to get information and answers through informal conversations. The first joint session of the ASG Senate and Graduate House was held on Thursday, October 7, 2010 providing a state of the student body address from the ASG President to all members of ASG. This year ASG took a lead in the state-wide Texas Student Association and hosted their regional conference here at Texas State on Saturday, October 9, 2010. ASG hosted the "Concealed Carry Forum" on Monday, November 22, 2010 to gain student feedback about the state legislature's bills to allow concealed guns on campus. ASG hosted the Texas State University System (TSUS) Student Advisory Board during the Board of Regents visit at Texas State on May 19-20, 2011.

For the second consecutive year, ASG scholarship applications and election filing forms were successfully received through an on-line system. This year the ASG Scholarship Committee reviewed 113 applications to award a total of \$208,000 from the ASG Scholarship and reviewed 137 applications to award a total of \$5,400 from the Bookstore Scholarship. Ninety-three students filed to run in the 2011 ASG election. Additionally, ASG leaders took the initiative to improve the Senate's voting process through the use of technology by collaborating with university IT to obtain electronic voting clickers and software.

The ASG legislative bodies passed a total 65 pieces of legislation, which was 61 from the Senate and four from the Graduate House. The Senate passed 35 hills that were student centered. This student centered legislation included six pieces about developing academics, three pieces about

helping persons with disabilities, eight pieces about enhancing university pride and traditions, and six pieces about improving parking and transportation.

Both legislative bodies passed 13 bills intended to restructure ASG by revising their governing documents. Every ASG governing document had at least one amendment proposed through legislation including amendments to replace the entire governing document, such as S.B.S. 2010-2011/08 “Election Code Reform Act” and S.B.S. 2010-2011/09 “Code of Ethics Reimplementation Act” to replace the ASG Election Code and the Code of Ethics respectively with new verbiage. Additionally, the Code of Laws document was amended through six pieces of legislation and the Senate Rules of Procedure was amended through three pieces of legislation.

Additionally, the Senate passed C.A.S. 2010-2011/01 “Schultz Johnson Act” that resulted in a student referendum in spring 2011 to amend the ASG Constitution by adding more specifics about impeaching members of all branches of ASG. ASG conducted a student referendum April 5-6, 2011 to approve amending the ASG Constitution, which was approved by the Texas State student body with a 285 to 119 majority vote.

This year the ASG President and Vice-President clearly set their Administration’s goals in their written Executive Agenda. The Executive Agenda grew from the original ten major initiatives to 21 goals. Fourteen of the 21 goals were completed (see Table 1.1 below), which included six of the ten major initiatives. Many accomplished goals may continue in the future, such as the Tailgate Recycling that was approved through a majority vote on S.R.S. 2010-2011/17 “Tailgate Recycling Act” by the Senate to continue in fall 2011.

1.	ACT
2.	ASG Replay
3.	ASG Website
4.	*Be Proud Campaign
5.	*Bobcat Bricks
6.	Bobcat for a Day
7.	*Freshman Council
8.	*High School Leadership Conference
9.	River Clean-up
10.	Student Government Day
11.	Tailgate Recycling
12.	*Texas State Roundtable
13.	*Transportation and Parking Task Force
14.	TSA

**original major initiatives*

Progress on 2004-2012 Administrative Support Plan

N/A

Assessments

Two assessments were conducted with ASG during 2010-2011. One assessment was an electronic satisfaction survey at the end of the academic year. The second assessment was observation throughout the academic year of ASG student leaders' leadership skills proficiency.

ASG Satisfaction Survey 2011

An email with the satisfaction survey was sent to four (4) Associated Student Government (ASG) Executive Officers at the end of the spring semester and a reminder was sent on two weeks later. The ASG Executive Officers were asked to complete the survey and return it to the Dean of Students Office to maintain anonymity. Two (2) surveys were returned via paper in the Dean of Students Office, so two (2) of four (4) returned surveys is a 50% return rate. This was a 10% increase in the return rate from last year. Demographic information for survey respondents was not requested from respondents.

The ASG respondents strongly agreed that Dean of Students staff were available, accessible, knowledgeable and supportive. Item 3 "DOS staff members respected our decisions as student leaders," was rated "agree" by one of the two respondents, which was the only item less than a "strongly agree." Overall, respondents' comments supported their ratings indicating they were highly satisfied with the advising by the Dean of Students staff.

Based on these findings, the action plan is to continue providing ASG Officer training and explore conducting the satisfaction survey in a different manner to ensure better anonymity to encourage more responses and more constructive feedback.

ASG Student Leadership Skills Proficiency

Advisors in the Dean of Students Office observed daily interactions with student leaders throughout the year and used a rubric to determine the students' leadership skills proficiency. The rubric advisors used reflects students' progressive levels of leadership skills proficiency from MEMBER (lowest level) through the three middle levels VOLUNTEER/CONTRIBUTOR, COORDINATOR, and ORGANIZATION VETERAN to VISIONARY (highest level). Students develop through these levels by mastering leadership skills in all three areas of "Nuts & Bolts," "People & Places," and "Personal Skills."

Advisors observed four (4) student leaders from the Associated Student Government (ASG) during fall 2010 and spring 2011. The levels of leadership skills proficiency and the following results are illustrated in Table 2 (below).

In fall 2010 the ASG leaders demonstrated their skills proficiency between the VOLUNTEER/CONTRIBUTOR and COORDINATOR levels. Fifty percent of ASG leaders were at the VOLUNTEER/CONTRIBUTOR level. Fifty percent of ASG leaders were at the COORDINATOR level, which allowed for the majority of student leaders to demonstrate the following leadership skills:

- delegate

- network intentionally
- manage priorities

In spring 2011 ASG leaders demonstrated their skills proficiency between COORDINATOR and VISIONARY levels, which range from the middle to the highest level of leadership proficiency. Fifty percent of ASG leaders were at the COORDINATOR level. Twenty-five percent of ASG leaders were at the ORGANIZATIONAL VETERAN level. ASG had twenty-five percent of leaders at the VISIONARY level. A total of fifty percent of ASG leaders were within the top two levels, which allowed leaders to demonstrate at least the following skills in spring 2011:

- coach and be resource to others
- distinguish doing things right from doing the right thing
- good public speaking, writing, and presenting skills,

Table 2.1 below shows the target of fifty percent (50%) of student leaders evaluated will demonstrate development through at least one of the growth stages moving from MEMBER toward VISIONARY on the rubric was achieved by ASG with one hundred percent of leaders demonstrating development during 2010-2011, which is an increase of fifty percent by ASG leaders from last year.

Leadership Skill Level	Fall 2010	Spring 2011
MEMBER (lowest level)	0	0
VOLUNTEER/CONTRIBUTOR	2 (50%)	0
COORDINATOR	2 (50%)	2 (50%)
ORGANIZATIONAL VETERAN	0	1 (25%)
VISIONARY(highest level)	0	1 (25%)

These results indicated at least 50% of all student leaders developed their leadership skills this year and less students developed their leadership skills last year as compared to this year because last year 50% of all student leaders began in fall 2009 at the VISIONARY level and had no higher level to move.

The action plan from 2009-2010 was partially achieved during 2010-2011. The action plan item to assist in the leadership development of ASG leaders by having these students attend the Texas State Leadership Institute Conference during the spring 2011 semester was achieved. ASG did not achieve the action plan item to send one ASG student leader to attend the Washington Center’s Inside Washington academic seminar for one week between January 2, 2011 and January 15, 2011 because the ASG leaders did not wish to spend the budget money on this development item.

The action plan for Associated Student Government (ASG) is to:

1. Continue providing ASG Officer Orientation between May and September each year.
2. Introduce the leadership skills proficiency rubric at ASG Officer Orientation.
3. Ask ASG Executive Officers self evaluate at start of year, mid-year, and end of year.
4. Meet with ASG Executive Officers at start of year, mid-year and end of year to set goals and evaluate.

Presentations by Department Staff

N/A

Special Recognitions for Department and/or Staff

14. Student Body President Melanie F. Ferrari was selected as the university's Organization Woman of the Year.
15. Student Body Vice-President Colter Ray was selected as the university's Organization Man of the Year.
16. ASG Executive Assistant Cody DeSalvo was a runner-up for the university's Organization Man of the Year.

Objectives for 2011-2012

1. Implement a transition program for ASG President and Vice-President
 - a. Create a comprehensive manual
 - b. Establish a written timeline for elections
 - c. Implement checklists for annual events and processes
2. Provide leadership development
 - a. Support Officer and Senator training
 - b. Encourage participation in leadership conferences
 - c. Use the leadership skills proficiency rubric to evaluate development needs
3. The ASG President and Vice-President plan to achieve the following initiatives in 2011-2012:
 1. Connecting
 1. Create monthly student focus groups to discuss issues directly to the ASG President and Vice President.
 2. Complete a week-long philanthropy project each semester by each Senate committee, Freshman Council, the Graduate House and the Executive Board.
 3. Post weekly video reports from the ASG President and Vice President from their offices on Facebook, Twitter and the ASG website.
 4. Establish a permanent committee to work with the State Legislature when they are both in and out of session for a more coherent legislative agenda during the bi-annual legislative session.
 5. College senators and On-campus senators host (twice a semester) sessions to allow feedback from the students that they represent.
 6. Senators in Outreach Committee attend US1100 classes and Capstone classes.
 7. Assign Senators to three student organizations twice a semester.

8. Allow student organizations to sign up online for a Senator to attend their meetings for feedback and suggestions.
 9. Allow University Committees to have once a month open door meetings to the student body.
 10. Invite the major community members to an open forum with the student body around the same time as Administration Open Forum.
2. Learning
 1. Create outline of plan to slowly increase the admission standards, GPA reform (GPA requirements as a transfer student and higher SAT/ACT scores for freshman), and have a more specific plan to add additional degree programs.
 2. Establish a standardized grade appeals process for all the colleges and have this information published as a standard in class syllabus.
 3. Enroll students on Dean's list (3.5 or above) in the Gold Standard Program to receive Faculty/Staff discount (20% off merchandise and 10% off textbooks).
 4. Invite outstanding professors to an ASG dinner. These Professors will be given an award and listed on the ASG webpage.
 3. Serving
 1. Partner with SOC, Organizations retreat for each student organization executive boards to provide networking and training on such topics as LBJSC building layout, available resources, and how to be an effective leader.
 2. Assess changes to policy on supplemental class materials and return policy from 15 days to 30 days to allow book returns after 30 days.
 3. Open LBJSC Meeting rooms during Final Exam week.
 4. Help the Go Local program advertise and add more local vendors to their list.
 5. Close superfluous establishments around campus during home football games.
 6. Partner with local vendors to bring in talents, create incentives for the best tent, encourage recycling, etc.
 7. Address topics of free range meat and dairy products with Chartwells.
 8. Create a milkshake bar in Jones.
 9. Make a committee that receives money to decide on speakers.
 10. Add a member to the ASG President's Executive Cabinet to represent the students of that campus.

Trends/Challenges for 2011-2012

The major trends/obstacles for 2011-2012 will continue to be “a new generation starting over.” This is a fact that needs to be addressed every year. We will continue to provide training for the officers and will create a transition manual this year.

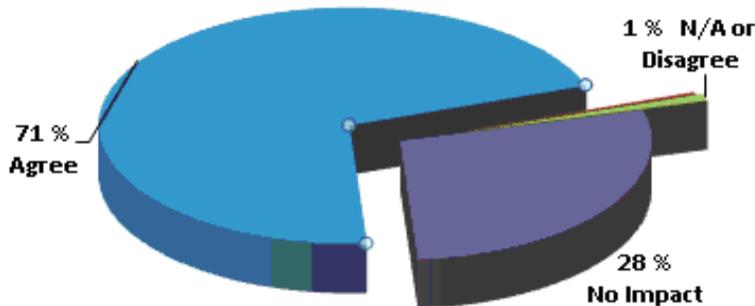
**ANNUAL REPORT
Dean of Students Office
ATTORNEY FOR STUDENTS**

**Student Affairs Division
Texas State University
2010-2011**

Accomplishments/Retention Initiatives

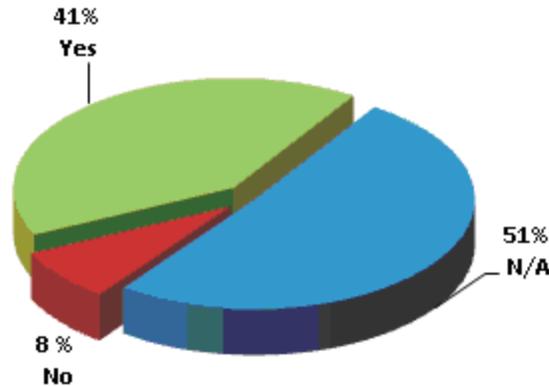
The Attorney for Students found a new administrative assistant in August. In 2010-2011 this office served 1013 students by appointment and approximately 200+ students through presentations to organizations, classrooms and similar programs. Students continue to comment that the consultation with one of 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, 73% agreed ($n=367$).

**Did this service help you to focus on academics?
($n=412$)**



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?” 41% responded “yes” ($n=408$). 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. The students report that the service served to reduce their stress and made them feel that their problems were not insurmountable. 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.

**When asked if this service help with your decision to stay
at Texas State?
(n=408)**



Progress on the 2004-2012 Administrative Support Plan

Department Strategy – Due to a variety of factors, the Attorney for Students Office changed their 2010 strategy of requesting a full time position to simply adding a second half-time attorney position. A factor involved in this decision was we could easily offer a second part-time position that would split office space and resources which would minimize the impact on our office as well as our budget.

Department Strategy – Collaborate with Off Campus Student Services to develop online tools to assist students in making their local housing decisions. As the campus has grown and our society has grown increasingly more complex, the issues surrounding where and how students live and interact with the community have likewise become more multifaceted. The issues this office handles regarding student housing range anywhere from moldy carpet and landlord lockouts to drug issues to noise complaints to assault/family violence. While we continue to be involved with community groups, we feel our greatest impact this year has been our involvement with Achieving Community Together (ACT).

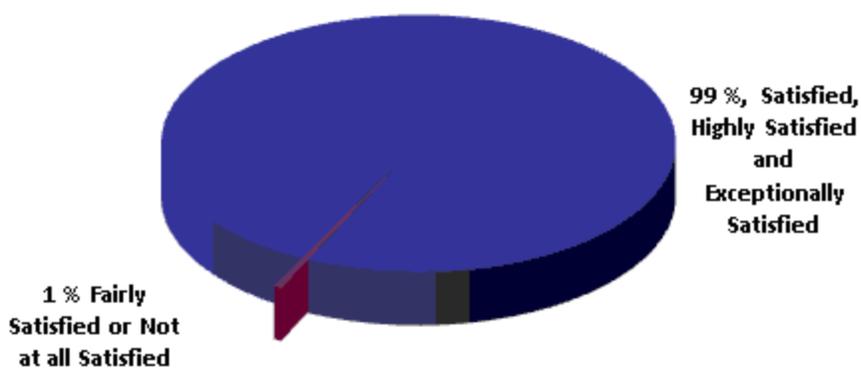
The ACT alliance is made up of local landlords, city officials, university administrators and property managers. Working with these partners, our office has worked to promote student interests reflecting their significant consumer impact on the housing market in San Marcos. Keeping open lines of communication with these community entities helps this office present the most current information possible to the students that we serve. It helps us, in fact, try to educate our students in a proactive manner to be responsible citizens and work with CASO and OCSS to make this community the best environment for our students.

Department Strategy – Review current assessment tools. Due to economic conditions within Central Texas and the state, it was determined that it was more important to seek the services of a part-time attorney who could spend all of his/her hours on campus advising and teaching students rather than having a portion of that person’s time in court. Thus we removed the question regarding representation in court.

Assessments

Client Satisfaction – Our surveys for 2010-11 utilized an overall satisfaction scale which ranged from exceptionally satisfied to not at all satisfied. Exit surveys completed by 338 clients leaving their session indicate a high degree of satisfaction with the service they received during their consultations (99% were either highly satisfied or exceptionally satisfied). More specifically, of the 338 clients responding to the question “would you use our office again or recommend it to another student in the future?” 97% answered “yes.” Assessments continued to reflect a desire by students for additional staff to provide more consultation opportunities.

How satisfied were you with the services from our office?
(*n=416*)



Presentations by Department Staff

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 and legal liabilities for different professions. This year our office made presentations to over 200 students in this manner.

Objectives for 2011-2012

Electronic Intake: 2010-2011 was the third year to use the paperless intake system and continues to capture more statistical information than we have in the past. The primary weakness of the system is that it limited the size of attachments to each student’s file and with many students having a variety of documents that needed to be retained, we were often challenged on how to most effectively accomplish this.

In August of 2011, the university will be moving to the new Banner system which will make the current intake system obsolete without significant alterations. Due to a limitation on staff availability to make such upgrades, the office began exploring alternatives which ranged from returning to a paper-and-pencil system to a professionally created (and more expensive) system designed just for law offices. This spring we were invited to explore the possible use of the

Adirondack module that was purchased for Housing and Residence Life, which had a student conduct component that might be able to be modified for our use at no cost. Our office is continuing to explore this option as a viable replacement for our current program.

Trends/Challenges for 2011-2012

The biggest accomplishment of 2011 was being awarded a second part-time attorney position to begin in the fall. This person will work on alternate days from our current part-time attorney Milena Christopher and allow Milena to focus on family, business and financial matters. The new position will focus on landlord/tenant issues as well as insurance, probate and personal injury matters. This additional position will also allow our office to return to speaking to groups (being proactive) and other outreach activities

With the addition of a second part-time attorney, our office will be able to give much greater attention to serving our client's primary legal needs. That being said, proactive education is also important and the Attorney for Students Office will be able to expand our presence on campus. Our office will be continuing to work with community groups to represent the student perspective in legal matters. We will share the information gained to empower those students to make good decisions in the community today and in the future.

ANNUAL REPORT
Dean of Students Office
LEADERSHIP INSTITUTE

Student Affairs Division
Texas State University
2010-2011

Accomplishments/Retention Initiatives

1. Hired Leadership Institute Coordinator (Student Development Specialist II) in November 2010 and Assistant Coordinator (Student Development Specialist I) in January 2011.
2. Conducted a successful Leadership Conference February 11-12, 2011 with over 275 attendees from Texas State, Baylor University, St. Edward's University, Texas Lutheran University, University of Texas at Austin, University of Texas at San Antonio, and Trinity University.
3. Sent eight students to the Hatton W. Sumners Undergraduate Student Leadership Conference.
4. Sent ten students to the Texas Student Leadership Forum on Faith and Values.
5. Sent 25 students to the LBJ Library for the anniversary of the signing of the Higher Education Act of 1965.
6. Developed comprehensive strategic plan for the Leadership Institute.
7. Finalized partnership with Verizon Wireless. A portion of profits will be donated to the Leadership Institute for members of the Texas State community who purchase plans, phones and accessories from Verizon at a discounted rate. This year, the Institute received \$28,657.26.
8. Developed the Leadership Institute logo and branding items (pens and notepads) for the Institute.
9. Hired two student staff members.

Progress on 2004-2012 Administrative Support Plan

We have made quite a bit of progress on the portions of the Dean of Students Office Strategic Plan for 2010-2011 related to the Leadership Institute. Specifically, we have completed the following strategies:

- Strategy 1) Develop and implement university-wide student leadership conference. The first conference was conducted February 11-12, 2011 with the theme of Ethics, Service and Sustainability and hosted 278 attendees.
- Strategy 2) Hire a Coordinator and Student Development Specialist to lead Texas State Leadership Institute. Coordinator was hired November 2010, Assistant Coordinator was hired January 2011.
- Strategy 5) Connect the Dean of Students' chartered student organizations (ASG and SF) to the Texas State Leadership Institute. Student leaders from the Associated Student

Government and Student Foundation were incorporated into the Institute by serving as volunteers and facilitators/group leaders during the Leadership Conference and serving as delegates at external leadership conferences.

We will continue work on “Strategy 3) Create Texas State Leadership Institute Advisory Board” and “Strategy 4) Develop ground work for multi-tiered Texas State Leadership Institute.” Our goal will be to complete the planning and development phases of these strategies by the end of the fiscal year and begin implementation starting in fall 2011.

Assessments

Leadership Conference Evaluation(s)

Major findings of the assessments showed that 100% of respondents agreed or strongly agreed that their experience at the conference was positive. 92% of respondents agreed or strongly agreed that the conference was well organized with the exception of registering for breakout sessions. 97% of respondents stated they would attend a future Texas State Leadership Institute Conference with the remaining 3% stating this would not apply (indicating they were graduating seniors).

While 80% of respondents stated the Friday/Saturday (2-day) time frame was suitable for the conference, comments showed that students would prefer the Saturday events to begin and end earlier. By 6 p.m. on Saturday evening, students’ energy and attention were spent. By starting at 9 a.m. and ending by 4:30 or 5 p.m., this issue could be avoided. There should also be dynamic, big name speakers on both Friday and Saturday to energize and inspire students. They felt the breakout sessions should be longer and more interactive. As a result, next year’s conference will have fewer breakout sessions with more time for each session.

The registration process for breakout sessions was also a place to improve for next year. Students asked for the ability to register in advance to avoid long lines and confusion, and also have an opportunity to read a description of each session in advance to make an educated decision on which session to attend. Next year we intend to use technology available to either have students register for sessions online, or use a ranking system where students will identify their top choices and be assigned.

Another area targeted in comments for improvement was the food served during the conference and requests for coffee service in the afternoon. Leadership Institute staff will take these suggestions into consideration and make adjustments while still keeping costs low (to provide the conference free to students).

Presentations by Department Staff

PERSON	PRESENTATION TITLE	AUDIENCE	LOCATION
Dr. Margarita M. Arellano	“Leadership and Professionalism”	Campus Recreation Presentation	Texas State
Dr. Margarita M. Arellano	“Reflecting on Your Leadership Experience”	Texas State Leadership Institute Conference	Texas State
Dr. Margarita M. Arellano	“Leading as a Greek Student”	Greek Scholarship Dinner	Texas State

Dr. Margarita M. Arellano	“Vision for the Texas State Leadership Institute/Conference and its Implementation”	Presented at 1 st Reunion of Sustainability Workshop attendants	Texas State
Dr. Margarita M. Arellano	“Practical Leadership in the Workplace”	Housing and Residential Life Student Staff Training	Texas State

Special Recognitions for Department and/or Staff

1. Laramie A. McWilliams – Outstanding Contribution to Student Affairs
2. Dr. Margarita M. Arellano – Outstanding Leadership and Achievement

Objectives for 2011-2012

1. Create endowment for Leadership Institute and fundraise for major Institute programs, including the annual Leadership Institute Conference
2. Create Leadership Institute Advisory Board consisting of students, faculty, staff and alumni representatives
3. Create Student Leadership Team to assist full-time staff in the development and implementation of Institute programs
4. Develop and implement programming for a multi-tiered leadership development program including leadership workshops, film series, and conference
5. Develop marketing plan to promote the Leadership Institute incorporating the Institute website, technology and social media
6. Plan for funding and framework of a Texas State LeaderShape Program(to be implemented January 2013)

Trends/Challenges for 2011-2012

Challenges

1. Lack of recurring/permanent funding for the Institute and Leadership Conference
2. Lack of administrative support staff within the Institute to assist with frequent administrative tasks including purchasing, printing/copying, reimbursements, logistics for student leadership conference travel, completion of required university documents, reception area, and calendaring/scheduling.
3. Marketing the Leadership Institute in a way that accurately reflects the programs and encourages student participation.

Trends

1. Leadership development programs at similar universities are incorporating social justice as a foundational piece to their leadership programs.

2. Additional themes for leadership development programs include: diversity, ethics, service, excellence, empowerment, & accessibility.
3. Leadership development programs at similar universities offer multi-tiered programs & experiences designed for various stages of student development.
4. Similar universities had one leadership center that housed a variety of leadership development programs and provided information to students on leadership opportunities.
5. Eight universities (St. Edward's University, St. Mary's University, Southern Methodist University, Texas A&M University, University of North Texas and the University of Texas at Austin, Pan American and San Antonio) in the state of Texas are offering the LeaderShape program on their campus.

**ANNUAL REPORT
Dean of Students Office
STUDENT EMERGENCY SERVICES**

**Student Affairs Division
Texas State University
2010-2011**

Accomplishments/Retention Initiatives

During the fall 2010 and spring 2011 semesters there was a total of 170 students who received assistance through the faculty notification system. 850 emails were forwarded to instructors notifying them of student absence(s) from class due to either a student or family related illness or death. Final determination regarding how an absence will be handled remains at the discretion of the instructor or departmental policies, but many instructors will not even consider an excuse unless it is verified through the Dean of Students office. The Dean of Students staff takes the initiative to verify source credibility prior to faculty notification.

For FY11 there were 18 students approved to receive a Student Affairs Emergency Grant. Emergencies ranged from possible evictions to assisting students whose parents were displaced and lost their jobs as a result of the 2011 earthquake in Japan. Students who received these grants generally could not meet the financial means to remain in school because of an emergency, but with the assistance of the grant they all were able to continue in school. The total amount of the grants awarded was \$6,625.00.

For FY11, there were 9 students who were extended Crawford loans because of their inability to meet a particular university financial liability. These loans are required to be paid back before the beginning of the following semester after receiving the loan, and the loan is another method in an attempt to not allow financial obligations deter students from completing school. The total amount of the loans extended was \$3,850.00.

Progress on 2004-2012 Administrative Support Plan

n/a

Assessments

Each semester, an assessment was forwarded, via e-mail to all students who utilized the Faculty Notification system. Although the response rate was low, 8% for the fall and 7% for the spring the respondents were satisfied with the service and indicated that it helped them remain in school. For the fall, 93% of the respondents either agreed or strongly agreed that the notification to faculty was a helpful service. 2) 90% of the respondents either agreed or strongly agreed that the service they

received was helpful to them. 3) 82% of the respondents either agreed or strongly agreed that the service they received assisted them with continuing their education.

For the fall 2010 semester there were a total of 79 entries into the system during the fall but there were only 6 responses to the assessment, for a response rate of 8%. Students were asked to respond to each question and use a scale from 1 through 4 as follows:

1= Strongly Agree 2=Agree 3=Disagree 4= Strongly Disagree

There were four questions included in the assessment:

1. Absence notification to faculty is a helpful service for students.

Response: 100% of the respondents either agreed or strongly agreed that the notification to faculty was a helpful service.

Strongly Agree 5 Agree 1 Disagree 0 Strongly Disagree 0

2. The service I received was helpful to me.

Response: 100% of the respondents either agreed or strongly agreed that the service they received was helpful to them.

Strongly Agree 4 Agree 2 Disagree 0 Strongly Disagree 0

3. The service I received assisted me to continue my academic progress.

Response: 83% of the respondents either agreed or strongly agreed that the service they received assisted them with continuing their education.

Strongly Agree 5 Agree 0 Disagree 0 Strongly Disagree 1

4. In the space below, please provide at least one resource students can use during an emergency.

Of the four respondents who answered question number 4 (66%), the Dean of Students Office was identified 2 (50%) times while the Student Health Center and e-mail each received 1 response for 25% respectively.

Dean of Students 2 Student Health Center 1 E-Mail 1

For the spring 2011 semester there were a total of 91 entries (students) into the system during the fall but there were only 6 responses to the assessment, for a response rate of 7%. Students were asked to respond to each question and use a scale from 1 through 5 with explanations, modified from the fall 2010 assessment, as follows:

1= Strongly Agree 2=Agree 3=Undecided 4= Disagree 5=Strongly Disagree

There were four questions included in the assessment:

1. Absence notification to faculty is a helpful service for students.

Response: 50 % (3) of the respondents either agreed or strongly agreed that the notification to faculty was a helpful service, while 33% (2) were undecided and 17% (1) disagreed.

Strongly Agree 1 Agree 2 Undecided 2 Disagree 1 Strongly Disagree 0

2. The service I received was helpful to me.

Response: 33 % of the respondents either agreed or strongly agreed that the service they received was helpful to them while 50% were undecided.

Strongly Agree 2 Agree 0 Undecided 3 Disagree 1 Strongly Disagree 0

3. The service I received assisted me to continue my academic progress.

Response: 33 % of the respondents either agreed or strongly agreed that the service they received was helpful to them while 50% were undecided and 17% strongly disagreed.

Strongly Agree 0 Agree 2 Undecided 3 Disagree 0 Strongly Disagree 1

4. In the space below, please provide at least one resource students can use during an emergency.

Of the two respondents who answered question number 4, one identified the Dean of Students Office as a resource and the other student identified the Emergency Alert Service (text) through the UPD.

Dean of Students 1 UPD Text Alert 1

Presentations by Department Staff

<u>PERSON</u>	<u>PRESENTATION TITLE</u>	<u>AUDIENCE</u>	<u>LOCATION</u>
Mr. Vincent Morton	“Representing Texas State”	Orientation Assistants	Texas State
Mr. Vincent Morton	“Career in Student Affairs”	NIRSA Lead-On	Texas State

Special Recognitions for Department and/or Staff

n/a

Objectives for 2011-2012

1. Utilize TRACS for automated assessments until Divisional Technology team or New Student Information System can be utilized
2. Benchmark Emergency Services with other peer institutions

Trends/Challenges for 2011-2012

1. In order to insure timely and comprehensive responses to student emergencies, especially for a student population exceeding 32,000 students, there needs to be consideration given to hiring a full time staff member to assist with the plethora of student emergencies being reported to this office.
2. With the addition of Alcohol and Drug Compliance Services being added as a new component with the Dean of Students Office, we will utilize students who are completing community service hours to make phone contact, at least two times, for those students who do not respond to electronic requests for completion of assessments.

**ANNUAL REPORT
Dean of Students Office
STUDENT FOUNDATION**

**Student Affairs Division
Texas State University
2010-2011**

Accomplishments/Retention Initiatives

Founded in 1978 and chartered by the Dean of Students Office, the Student Foundation was organized for the purpose of encouraging student leaders to be involved in campus, community, and alumni activities, to provide enhanced leadership opportunities, to enlist outstanding students at Texas State, and to promote the general welfare of the university. The organization promotes Texas State's positive image by serving students, administration, and alumni in any way that promotes the image of Texas State University-San Marcos. The organization also functions as a corps of student leaders who assist the University President and alumni in building tradition, spirit and pride for the university. The primary advisor is the Associate Vice President for Student Affairs and Dean of Students who may also designate a full-time staff member to provide day-to-day advising support. As of November 8, 2010, the newly hired Coordinator of Student Development and Leadership Programs, served as the organization's staff co-advisor.

The elected officers of the organization – President, Executive Vice President, Vice President for Administration, and Vice President for Finance – along with the primary and staff advisors make up the Executive Council. In addition, this year a decision was made to create a Leadership Team that consisted of all directors and committee chairs and Executive Council members. This group met before each general meeting to discuss issues facing the organization, strategic planning, and event planning. 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, University Honors Program, intercollegiate athletics teams, University Star, and Strutters.

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 and alumni 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 \$14,000 in partnership with many offices, individuals and organizations to accomplish its ongoing responsibilities as a chartered student organization within the Dean of Students Office. Student Foundation received \$4,500 in non-recurring funds from the Student Service Fee Committee to help cover the costs of important university-wide events including Veterans Day Ceremony and Bobcat Pause Memorial Service.

Constitutional Revisions and Operational Changes

With the election of the 2010-2011 officers, the Executive Council and Leadership Team engaged in serious discussions on the future direction and purpose of the organization. As a result of extensive dialogue and reflection, several changes were made to the Student Foundation Constitution on September 27, 2010 and the Student Foundation Bylaws on April 17, 2011.

Changes to the Student Foundation Constitution as approved by the membership and advisors included:

- Elimination of the “Dyno Club” (mechanism by which a member could go inactive if they were unable to maintain the requirements of active membership).
- Change to Biweekly Requirement for General Meetings instead of Weekly

Changes to the Student Foundation Bylaws as approved by the membership and advisors included:

- Elimination of Preferences in Selection based on Organization Affiliation or Position Held
- Increased Emphasis on Diverse Outreach Activities during Selection Process
- Elimination of the Cap on Total Membership
- Establishment of Procedures for Amending the Bylaws
- Creation of Two New Awards for Alumni Members
- Establishment of Criteria for Selecting Winners of Awards

These changes will allow the organization to be more effective and encourage a diverse membership committed to the organization. These changes also made it possible for the Executive Council to meet during the off weeks in an effort to improve organization planning and operations. The periodic review of the structure and governing documents of Student Foundation will help it to function effectively and meet its mission and responsibilities as a chartered student organization.

ACUI I-LEAD Conference

In previous summers, the advisor and four incoming officers attended the National Affiliated Student Advancement Programs (ASAP) Networking Conference. Participation in a summer conference is considered by the officers to be extremely beneficial. However, this year’s officers made a decision in consultation with the Dean of Students to consider other conference options, especially ones with greater emphasis on leadership development. During the summer of 2009, two officers were selected to attend the Association of College Unions International I-LEAD 2010 Conference held from July 18 to July 23, 2010 at Northern Kentucky University. The approximate cost for their participation was of \$2,000 including registration. The officers who participated in this conference returned energized and excited about the upcoming year. We anticipate sending two or three Student Foundation officers to the Association of College Unions International I-LEAD 2011 Conference held from July 24 to July 29, 2011 at SUNY–Brockport located in western New York.

New Member Induction Ceremony and Retreat

This year marked the largest entering class of Student Foundation members. After an extensive and thorough selection process in the fall 2010 semester, the organization welcomed 27 new members who were established student leaders from all over campus. While the traditional Induction Ceremony which includes the pinning of new members at Old Main did not take place

this year, all new members along with actives and alumni participated in an overnight retreat at the University Camp. In addition to activities designed to welcome and introduce new members to the organization, the Friday/Saturday retreat also included sessions designed to enhance team-building, event planning, ethical decision-making and other leadership qualities. This event cost approximately \$1,100 including camp reservations, food, and supplies. Many new and current members commented that this event was one of the most rewarding experiences of the year. The membership agreed that all new members should attend the New Member Retreat during the semester they are selected. Members also requested the tradition of pinning new members at Old Main return and that it take place just prior to leaving for the retreat location.

Veterans Day

Each year Student Foundation helps sponsor the Texas State Veterans Day Ceremony and Observance on the Quad. This year's guest speaker was Lt. Gen. (Ret.) Stephen Speakes. The rousing event included with a flyover by the Commemorative Air Force. 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. Student Foundation also hosted a reception in the LBJ Student Center following the ceremony with a Military History Exhibit provided by the Texas Military Forces Museum. The Veterans Day Ceremony is a presidential event open to the entire campus..

Presidential Hosts

Student Foundation members represent the university and President Trauth at various events during the year. They assisted with university events as requested by the president's Special Events Coordinator. During the annual Board of Regents meeting held in May 2011, they provided directions, schedules and transportation for the regents and other special guests. Each fall, President Trauth holds a reception for Foundation members and the President's Cabinet in appreciation for their service throughout the year.

Members are required to dress appropriately for all events (Khaki pants/skirts and maroon polos for informal events; khakis and blazers for formal events).

Etiquette Dinner

Although usually held during the fall semester, this year's Etiquette Dinner took place during the spring semester on February 9, 2011. New Student Foundation 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 go 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 membership continues to grow to 60-75 members, the funding (which includes dinner with appropriate place settings and silverware, room rental, small centerpieces, name tags, etc.) 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.

Leadership Institute Annual Conference

This year marked the first year of the Leadership Institute at Texas State University-San Marcos' annual student leadership conference. This year's conference was held on February 10-11, 2011 and focused on the theme of "Ethics, Service, and Sustainability." It was attended by approximately 275 people, including members of Student Foundation who were specially selected to serve as small group leaders. Conference participants were divided into groups on the first night, and each small group met three times to focus on targeted activities including leadership development, authentic networking, and putting theory into practice. The evaluations indicated that participants enjoyed the small group experiences, and it is anticipated that Student Foundation will continue to develop partnership opportunities with the Leadership Institute including serving as small group mentors at next year's annual conference.

Foundations of Excellence

Due to the demands placed on the organization in preparation for Bobcat Pause, a decision was made not to conduct The Foundations of Excellence during the 2009-2010 academic year. The purpose of the event is to honor faculty and staff members who have made exceptional contributions to their educational experience at Texas State and served as a foundation to a member in achieving their goals and ambitions in life. Out of 40 faculty and staff members nominated, 10 were selected to be honored at the awards dinner held on March 10, 2011. This event is a long standing tradition in Student Foundation and so there was a great deal of excitement when this tradition was restored. The event had an approximate cost of \$2,900 which included room reservations, awards, catering, decorations, printing, outreach, publicity, etc. With this year's event, the planning committee made the decision to invite relevant deans, chairs, and department heads associated with the ten winners as a means of raising awareness of their honor. Efforts were also made to connect Foundations of Excellence winners with other Student Foundation events through personal invitations to Bobcat Pause and the Spring Banquet. Finally, the Web pages associated with this event were revised and a complete archive of past winners is now proudly displayed as part of the Student Foundation website.

Bobcat Pause

On April 13, 2011 Student Foundation hosted the 24th Annual Bobcat Pause Memorial Service in the LBJ Student Center Ballroom. The purpose of the event is to honor current students, faculty, staff, and retired faculty/staff of the university who have passed away within the past year. Planning for this intensive program 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, as well as organize the entire event.

The LBJ Ballroom continues to serve as an appropriate venue for both the reception and ceremony. Family and friends were invited to bring photos or other mementos of their loved ones to display during the reception. So many guests brought items that we needed to find additional tables for a total of 12 display tables. This year's ceremony hosted approximately 200 guests and received a host of accolades for the slide show, reception, program, and hospitality of Student Foundation members. The event also included a slideshow containing photos of those being honored submitted by their family and friends, designated tables for setting up memorial displays

during the ceremony, and a website with an online guestbook for tributes to the honorees. Another soaring hit of the ceremony was the touching performance by the Texas State Chorale. Members worked with Choral Director, Dr. Joey Martin in the months preceding the event. The poignant ceremony concluded in singing the alma mater and tolling of the bells 24 times.

The challenges to plan and execute this program are legion. Seeing that everyone possible is included is a daunting and time-consuming task – a task that proved difficult for members to complete on their own. Student Foundation worked incredibly hard on this year's event including a major outreach campaign to raise awareness about the event and distribute ribbons to students, faculty, and staff all over campus. Staff in the Dean of Students Office committed countless hours to assist Student Foundation in compiling the list of honorees, contact closest living relatives, and coordinating the reception. Every effort was made to enhance collaboration for this event; representatives from the following departments were invited to play an active role on the planning committee: Campus Activities & Student Organizations, Counseling Center, Human Resources, Parking Services, Provost Office, Retired Faculty & Staff Association, & University Advancement. The Dean of Students Office convened this committee in hopes of sharing the responsibility for this major university event, yet much of the responsibility remained with Student Foundation and the Dean of Students Office.

Scholarships

As recently as three years ago, Student Foundation gave out one scholarship for \$500 – the William (Bill) Hogue Endowed Memorial Scholarship. Thanks to the efforts of The Student Foundation Alumni Network and its governing board, the Student Foundation Alumni Advisor Board, Student Foundation handed out \$10,000 in scholarships at their Spring Banquet at the end of April 2011. The winner of the Bill Hogue Endowed Memorial Scholarship received \$5,000 and the five recipients of the Student Foundation Endowed Scholarships each received \$1,000. 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 students will be expected to carry on this legacy of continued involvement in Texas State after graduation.

Spring Banquet

At the end of each spring semester, Student Foundation members, advisors, alumni, and guests gather to celebrate the year's accomplishments, hand out awards, listen to inspirational speakers, and announce the winners of the endowed scholarships. The event had a total cost of \$1,850 (with \$700 raised in donations from alumni members) and was held on April 29, 2011 at the Sac-N-Pac Room at Bobcat Stadium. In addition to remarks from the Student Foundation President and Advisory Board regarding the State of Student Foundation, the event included Student Foundation alumnus Darren B. Casey as the keynote speaker. In addition to the Member of the Year Award (Bonnie Brewer) and Director of the Year Award (Asha McElfish), two new awards were created and awarded by the active membership. The Distinguished Alumnus Award was presented to Bill Poston, and the Outstanding Young Alumnus Award was presented to Christopher Jones. Winners of the Bill Hogue Endowed Memorial Scholarship and the five recipients of the Student Foundation Endowed Scholarships were also announced.

Progress on 2004-2012 Administrative Support Plan

n/a

Assessments

Two assessments were implemented to mark satisfaction and leadership development.

1. Leadership Skills Proficiency Observations of Student Foundation Executive Council using the student leadership skills rubric suggests that leadership development opportunities available to students may have helped them grow in their leadership skills.
2. Student Foundation Satisfaction Survey completed by Student Foundation Executive Council demonstrates a desire from the officers for more leadership training and DOS support during officer transition.

Presentations by Department Staff

<u>PERSON</u>	<u>PRESENTATION TITLE</u>	<u>AUDIENCE</u>	<u>LOCATION</u>
Dr. Margarita M. Arellano	Leadership: A Vision for the Future	Student Foundation Members during retreat	University Camp, October 2010
Ms. Shannon FitzPatrick	Traditions of Texas State	Student Foundation Members during retreat	University Camp, October 2010
Ms. Shannon FitzPatrick	History of Student Foundation	Student Foundation Members during meeting	LBJSC 3-13.1, April 2011

Special Recognitions for Department and/or Staff

1. Student Foundation President (Fall semester), Christopher Covo served as the Student Regent for 2010-2011.
2. Student Foundation Executive Vice President (Fall semester)/President (Spring semester), Stephen Gates was selected as the 2010-2011 William Hatfield Hogue Endowed Memorial Scholarship winner.
3. Student Foundation President (Fall semester), Christopher Covo was selected as the LBJ Outstanding Senior Student for 2010-2011.

Objectives for 2011-2012

1. Develop and implement leadership development opportunities for Student Foundation Members, especially through involvement in internal committees.

2. Increase Student Foundation involvement with the Leadership Institute, including the Leadership Institute Annual Conference.
3. Increase leadership opportunities for students through new director positions and discuss recreating Associate Directors to help provide balance in committee workloads.
4. Develop and implement organizational leadership by facilitating a late summer retreat for officers and committee directors.
5. Develop and implement targeted fundraising strategies for alumni and other donors wishing to support the organization programs and endowed scholarships.

Trends/Challenges for 2011-2012

1. Next year will be the first year using the new selection process (elimination of preferences and specified membership cap) which will challenge members to improve outreach activities to ensure a broad spectrum of outstanding applicants for membership.
2. Next year there needs to be an improved emphasis on communications and marketing efforts especially website maintenance and the Communications and Marketing Director should be elevated to Vice President of Communications and Marketing.
3. Based on feedback from membership during elections in April 2011, there will need to be greater emphasis placed on membership development including service projects, social events and opportunities to connect with alumni.

ANNUAL REPORT
Dean of Students Office
STUDENT JUSTICE

Student Affairs Division
Texas State University
2010-2011

Accomplishments/Retention Initiatives

1. Investigated and adjudicated cases involving a total of 538 students (a 22% increase from the last report, which itself had a 76.5% increase). From May 20, 2010 to May 19, 2011, the cases involved 432 suspects (an 8% increase), 41 victims, 29 witnesses, 25 information files, and 11 “care and concern”. Typically, in “care and concern” cases where no specific violation alleged but outreach is made to contact students whose well-being is questioned allowing for the extension of resources/referrals to them. Information files usually refer to cases that do not warrant formal adjudication but “a chat” is had with a student to express concern for a particular action or allegation or are noted in case a violation does occur in the future.
2. A regrettable yet important number to note is that of suspensions and expulsions. This year there has been a total of 10 suspensions (4 drug related) and 5 expulsions (2 drug related). These numbers are well below those reported in 09-10, however, they are not final as there are still cases being adjudicated. Optimistically, it is unlikely that the numbers will match those of 09-10.
3. The chairmanship of the Behavior Assessment Team (BAT) was transferred to another Assistant Dean of Students (ADOS) allowing that person to move forward on initiatives that did and will continue to improve the efficiency and effectiveness of the BAT while allowing the ADOS for Student Justice more time to address the increasing judicial case load.
4. Expansion of Assessments. Student Justice continued the use of customer satisfaction surveys and expanded the use of a reflective essay to further assess student learning. See Assessments section for more details.
5. Reorganization. The former Alcohol and Drug Resources Center (ADRC) was divided into functional components that were assumed, one each, by the Counseling Center, Student Health Center, and Dean of Students. The compliance services, which include the Alcohol Education Program for Minors/MIP class, Possession of Marijuana/Drug Paraphernalia awareness program, Drug/Alcohol Assessments, and Community Service, were placed under the auspices of Student Justice with a new name, Alcohol and Drug Compliance Services (ADCS). The reorganization included the reclassification of one staff member from Administrative Assistant to Student Development Specialist I (ADCS Assistant Coordinator), the hiring of a full-time Student Development Specialist II to serve as ADCS

Coordinator, and the hiring of a part-time Administrative Assistant. These staff members were assisted by a dedicated team of student workers.

6. ADCS provides services to students who are found responsible for alcohol violations as well as drug violations, the latter which would have been suspended under the drug policy which was changed approximately 6 years ago. The change in policy and the availability of services that assist students in completion of sanctions, healthier choices, and positive goal setting is certainly a contribution towards the retention rate at Texas State.
7. The review of Honor Code violations and record retention of these was fully transitioned to Academic Affairs, giving that division full ownership of the process with the Dean of Students office simply remaining available for training of Honor Code Council members on matters such as adjudication/procedures and due process.
8. The ADCS coordinator saw 114 students (104 for Possession of Marijuana/Drug Paraphernalia course completion, 8 for Alcohol or Drug Assessments, and 2 for a combination of the POM Course and Assessments. 95% of these were referred by the Dean of Students Office (71%) or Residence Life (24%).
9. Through ADCS, 369 students completed 3,536.50 hours of community service to Texas State. At the minimum wage rate, this equates to a contribution valued at \$25,639.63.

Progress on 2004-2012 Administrative Support Plan

1. Provide student educational sessions on relevant Student Justice issues.
 - a. ADOS for Student Justice made a group presentation to students participating in a Study Abroad program (Dr. Moriuchi's program to Japan). Students who missed the presentation may be scheduled individually soon.
2. Provide annual updates of the student judicial process and issues for relevant academic offices and departments as well as Residence Life.
 - a. The revision of the Honor Code was finalized and the review of Honor Code violations, corresponding record retention, and policy review are now fully under the auspices of Academic Affairs.
 - b. A subgroup of the Dean of Students Office reviewed the Code of Student Conduct in order to ensure the code reflected Regent Rules, took into account technological advances (for addressing conduct prohibited and improving process efficiency), and was more "student-friendly" in how it read.
 - c. The Dean of Students Office is embarking on a review of (UPPS/SAPPS) that impact the DOS office, including Student Justice. These reviews will likely result in improvements and updating of the policies which in turn will need to be shared with the university community.

- d. Continued collaboration with UPD and DHRL staff provides an avenue for timely sharing of information between these offices.
 - e. In collaboration with BAT chair, the creation of a professional development presentation or other method/tool of sharing information with the university community on how to address safety, conduct, and academic concerns related to student actions is being explored.
 - f. The ADCS Coordinator is completing the federally mandated biennial Drug Free Schools and Communities and report. The report will be carefully reviewed and shared with relevant stakeholders and made readily available.
3. An administrative support plan for ADCS is to be determined in 2011-12.

Assessments

1. Student Justice Customer Satisfaction Survey

This assessment involved providing a satisfaction survey to students adjudicated in fall 2010 and spring 2011 for Code of Student Conduct violations. Approximately 209 surveys were handed out in fall 2010; 148 of them were completed and returned for a response rate of 71%. For spring 2011, the response rate is expected to be higher as at the time of this review, the number of returned surveys (95) surpassed the number of cases reflecting finalization in our database; this is a reflection of the fact that surveys were tallied ahead of finalization entries being made to the database.

Overall satisfaction with the Student Justice process remains positive. The findings show that the total survey average improved rating 1.36 in fall and 1.40 in spring compared to 1.48 in the previous period assessed. While the percentage of students who gave the lowest marks (survey average of 4) increased to 3% (5 in fall and 3 in spring) this period compared to less than 1 % (one student) in the preceding period, the number of students who gave the highest marks (survey average of 1) increased significantly to 61 (41%) in fall from 23% the previous assessment period, which in turn was an improvement from 20 % in the period before that. Though, in spring, the percent was 28 (27), still an improvement from the previous assessment period, but more modest.

By question, the negative responses (scores of 3 or 4) ranged from 6-12% in fall and 6-17% in spring, and therefore, in each question the positive responses (scores of 1 or 2) ranged from 88-94% in fall and 83-94% in spring. The question averages ranged from 1.28 to 1.55 in fall and 1.27 to 1.67 in spring, also an improvement from the last period's range of 1.29-1.74. As with past assessments, the question with the least satisfaction was regarding the timeliness of the adjudication process. The questions with the highest satisfaction were regarding their agreement that they were treated with courtesy, respect, and professionalism and that they were given the opportunity to explain their behavior and informed of their options.

Of all surveys completed, 91% in fall and 89% in spring averaged a positive response (1-2) compared to the remained with negative assessment averages of 2.1-4. All question averages were positive with the least satisfactory responded question (1a) averaging 1.55 in fall and 1.67 in spring. Questions/statements gauging learning included, “My experience with the discipline process and Student Justice will positively influence future choices I make concerning my behavior as a student” and “has had a positive impact on my values and attitudes.” The average for these two questions over the two semesters ranged from 1.36 to 1.57.

Consistently from the time this survey was first administered, the questions with the least satisfactory responses related to the timeliness of the adjudication process (first contact from the time of the incident and the time students waited in the lobby to be seen for their appointment). Yes, delays occur from the time incidents occur and when a student appointment runs late, it can delay with a domino effect subsequent appointments. As the student population has steadily increased, the number of staff dedicated to the adjudication and review of alleged violations of the Code of Student Conduct has remained constant – 1. The Dean of Students office is exploring options to increase this number, ideally through the addition of a full-time staff member, but if necessary, through the use of a graduate level student employee/intern/research assistant.

2. Student Justice Reflective Essay

This assessment involved voluntary completion of a reflective essay (in lieu of 10 hours of community service hours) by students who had 20 hours or more of community service due as part of their sanctions. These students were adjudicated for a Code of Student Conduct Violation in 2010-2011. The offer to complete the essay in lieu of community service was presented at the time of adjudication, typically to students who actually had 40 hours of community service to complete for a drug violation. Most of these students expressed an interest in completing the essay though some later opted to complete the entirety of their originally recommended hours of community service. Because completion was optional, a baseline of “number sent” was not established. In addition, the spring semester just ended and more essays are expected to be submitted over the summer and are not included in this review.

The assessment is intended to evaluate the student’s understanding of inappropriate behavior, personal responsibility, and campus safety. An assessment rubric ranked each area by level of understanding including awareness, appreciation, and application; the level reflected corresponded with a score of 1, 2, and 3, respectively. Prior to scoring, it was established that an essay total score of 6 out of the possible 9 would be the standard for considering the essay successfully completed and demonstrative of understanding of the areas being measured.

84% of the students who submitted an essay demonstrated a minimum understanding, the same percentage as in the last assessment period. Cumulatively, the essay score average was 7.0. Table 1.2 below shows the distribution of scores

Table 1.2: Reflective Essay Scores 2010-11

Essay Score	# of Essays	% of Essays
1	1	3%
2	1	3%
3	2	5%
4	0	0%
5	2	5%
6	6	16%
7	5	13%
8	12	31%
9	9	24%
Total:	38	100%

This assessment continues to be well received and as students are being adjudicated, they are voicing appreciation for the opportunity to complete this essay in lieu of community service hours (partial fulfillment). The opportunity for students to reflect on inappropriate behavior, personal responsibility, and campus safety appears to be a positive process for students completing the essay. Most are able to show not just awareness but also appreciation of what constitutes inappropriate behavior, personal responsibility and campus safety. 84 % were able to demonstrate an ability to apply at least one of these concepts to assess their own behavior, responsibility or decision-making. 68 % were able to do so with two of these concepts and 24 % were able to do so with all three.

These surveys may be shared with the Alcohol and Drug Compliance Services Coordinator in order to allow her insight into some of the students she may be working with as they complete their mandated alcohol awareness class, marijuana awareness class, or assessments.

Also, the surveys will be further reviewed for insight that may be shared with other areas that may be preparing alcohol/drug awareness or prevention programming and educational activities for students (ex., DHRL or SHC).

In two assessment periods the successful completion (based on the score) of the essays submitted has been the same (84%), which demonstrates consistency in the conduct review process and learning outcomes. The survey is a well received option by students, however, the review is time consuming and a bit subjective (though the scoring rubric allows for quantification) and there is not a measure of increased knowledge (pre/post). Therefore, this survey may soon be considered complete/successful, but discontinued in order to pursue a tool that will provide more insight or a different measure that can be built upon for improvement.

3. ADCS Assessments are to be developed as part of the organizational reorganization, however, there are already two readily available that may be utilized:
 - a. AEPM/MIP class utilizes a state mandated pre-test/post-test method of determining knowledge increase for students. FY 2010/2011, with a current reporting period of

September 2010 to May 2011, 17 classes have been conducted, 338 participants have successfully completed the course with an overall knowledge increase of 58%.

- b. AEPM/MIP class utilizes a state mandated Course Evaluation tool as a method of identifying student satisfaction, program and instructor strengths as well as areas needing improvement within the realm of flexibility allowed by the state of Texas and course curriculum creators. The Course Evaluation utilizes qualitative measurements, therefore, feedback from participants is mostly written and evaluated by program administrator.

Presentations by Department Staff

<u>PERSON</u>	<u>PRESENTATION TITLE</u>	<u>AUDIENCE</u>	<u>LOCATION</u>
Ms. Stacy Batts Stokes & other instructors	Alcohol Education Program for minors	338 students & non-students (17 presentations)	Ibjsc
Mr. Ismael Amaya	Study Abroad: Things to Remember Wherever You Go	15 students(Approx.)	Centennial Hall
Mr. Ismael Amaya (alongside ACC Chief of Police Frankie Waller & NCHERM Partner Scott Lewis	Campus Safety Issues Panel Discussion (part of Lone Star College Academy)	30 (Lone Star College System current & emerging leaders	ACC's Highland Business Center
Mr. Ismael Amaya	Student Justice & UPD (part of new officer training)	1 New UPD Officer	Nueces Bldg

Special Recognitions for Department and/or Staff

1. Ms. Cheryl Harper received the Student Affairs Classified Employee of the Year Award.
2. Ms. Cheryl Harper also received a Student Affairs Champion of Success Award.

Objectives for 2011-2012

1. Finalize ADCS' reorganization which will include bringing the ADCS team into a centralized and dedicated work area as opposed to the current split of one staff member and student workers in the Counseling Center, one staff member in a hallway office and a third staff member in the Dean of Students suite. The process of relocating to a new space was ongoing through the entire 2010-11 academic year and is anticipated to be completed prior to September 1, 2011. The ADCS team will work to make the allocated space as functional, efficient and confidential as possible for the provision of services.
2. Work with BAT to create a professional development presentation or other method/tool of sharing information with the university community on how to address safety, conduct, and academic concerns related to student actions. This presentation or tool would include

information on Student Justice, the PAWS Alert system, BAT, Classroom Civility (faculty options for handling student behavior in the classroom, and knowing when to summon emergency responders (911).

3. Move towards the implementation of a more effective (web-based) judicial process & records software (Adirondack) in order to facilitate case tracking, data analysis, and record retention.
4. Implement a comprehensive recruitment and training program for Student Justice Judicial Board members.

Trends/Challenges for 2011-2012

1. Attitudes and perceptions of students regarding marijuana and alcohol, correlating with their refusal to discontinue using.
2. While the ADCS will finish its transition to a new work space during the summer, this space is expected to be a challenge. This space was originally a copy center housing 2-3 copiers for use primarily by administrative offices on the 5th floor of the LBJ Student Center. Subsequently the space was modified to be used as a testing site. The previously open floor plan was separated into a hall way with three small and awkward offices. This new floor plan will now house two full-time non-classified staff members, a part-time classified staff member, the team of student workers, a reception/lobby and is expected to host a graduate research assistant or intern in the near future. The duties of this latter individual would likely include a focus on DOS technology needs, meaning that he/she will need to be provided with greater equipment than may be typically necessary. Further hampering the efficiency and accessibility of this space will be the fact that there are four doors taking away wall and floor space: a door connecting this space to the Office of Disability Services, a door connecting to Career Services (opening into ADCS), a door to a telecommunications closet (opening into ADCS), and a locked door to the balcony (opening into ADCS). Initial planning and design of this space was made with the assumption that at least two of the doors would be removed and walled up and, even then, all furniture acquisitions were made for “the smallest available.” As it stands, none of these doors will be removed and the wall space and floor space in front of those doors will need to remain clear furniture and work areas. Finally, the only window in this area is the ballroom rooftop access point, meaning that service personnel may need to be coming through this area to crawl out through the window.
3. For a number of years (including in these annual reports), the involvement of non-traditional and graduate students in alleged violations of the Code of Student Conduct and the Honor Code was noted as a trend. It may now be necessary to stop referring to this as a trend since such terminology implies a new direction. With the consistency over the last few years and no reason to believe that things will change, it appears that this is now just part of what we address as typical – not a trend but one of many other challenges.

4. Another trend noted in recent years related to mental health issues. In the last annual report, this was noted as “a trend the last few years and it is not expected to diminish as more and more veterans return with disorders such as PTSD.” Like non-traditional and graduate students being becoming a part of the body of students seen in Student Justice, students with mental health disorders – mild through severe – is no longer a trend but a challenge that will continue to be addressed for years to come.

5. University growth, including growth at the Round Rock campus, will require assessment of the need for expansion of services/staff in the San Marcos campus and training and guiding of Round Rock campus staff who adjudicate alleged conduct/academic violations and respond in the way the BAT does in San Marcos. With the significant growth in the student population in recent years, it will be necessary to increase the staff dedicated to the adjudication of conduct violations. Without this, timely adjudication and proactive programming and outreach will be severely hampered. Reaching out with training and guidance of the Round Rock staff will allow the Round Rock campus to develop its policies and procedures as necessary as well as prevent the need for San Marcos staff to call on students attending classes exclusively in Round Rock.

**ANNUAL REPORT
Dean of Students Office
STUDENT OMBUDS SERVICES**

**Student Affairs Division
Texas State University
2010-2011**

Accomplishments/Retention Initiatives

There were 10 Ombuds cases during the fall 2010 semester and 14 for the spring 2011. As of this report on May 27, 2011, 5 cases are still active, 2 were turned into information only files, and 9 cases were resolved for the spring 2011 semester. Table 1.3 below shows the types of Ombuds cases for 2010-2011.

Table 1.3: Ombuds Cases 2010-2011	
TYPE	#
ACADEMICS 5 = Grades 3 = Treatment by Instructors 3 = Academic Advising 2 = Academic Policies	13
ATHLETICS	2
DISABILITY SERVICES	1
EMPLOYMENT	1
FINANCIAL AID	3
PERSONAL	1
REGISTRATION	2
RESIDENCE LIFE	1
TOTAL	24

Progress on 2004-2012 Administrative Support Plan

Automation for intake and assessing ombudsman services was delayed because of the planned implementation of a new Student Information System for the campus. The Division of Student Affairs Technology staff has been involved in the planning and implementation of the new system.

Assessments

An electronic survey was e-mailed to all students who represented 10 cases during the fall 2010 semester. An e-mail was sent to each student on Tuesday, November 23, 2010. There were 5

responses for a response rate of 50%. Overall, students who responded to the assessments were satisfied with the ombudsman service.

Students were asked to indicate their level of satisfaction by responding to three questions (1 through 3) using a scale from 1 through 5 with explanations as follows:

1= Unacceptable 2=Poor 3=Average 4=Good 5=Excellent

Students were asked to respond to the following questions by using the scale above:

1. How would you rate Mr. Morton's level of attention given to your concern?

Response: Unacceptable	Poor	Average	Good	Excellent
0	1	0	1	3

2. How would you rate the timeliness of the Ombudsman's response to your concern?

Response: Unacceptable	Poor	Average	Good	Excellent
0	0	0	2	3

3. How would you rate your overall satisfaction with the Ombudsman Services?

Response: Unacceptable	Poor	Average	Good	Excellent
0	2	0	1	2

Students were asked to respond to the following questions by answering YES or NO.

4. Was your concern resolved to your satisfaction?

Response: 3 students answered YES and 2 students answered NO.

5. PRIOR to using Ombudsman Services, did you know the appropriate University Policies and Procedures which directly affected your case?

Response: 1 student answered YES and 4 students answered NO.

6. AFTER using Ombudsman Services, do you know the appropriate University Policies and Procedures which directly affected your case?

Response: 4 students answered YES and 1 student answered NO.

Students were asked to provide comments to the following questions:

7. If there is anything you would recommend be changed which could improve Ombudsman Services. Please provide comments in the space.

Responses:

- a. Make students more aware of being able to do something with extreme circumstances (and not made up ones) in concern with difficulty with a class/teacher.
- b. Having a neutral person as a mediator.
- c. I was only attempting to help the university police itself. This wasn't an issue that I needed addressed for my own personal gain. If the university isn't interested in fixing problems that are addressed by students, then I'm not going to expend my time and effort in doing it for them.

8. If there are additional comments, please provide in space below.

Responses:

- a. Mr. Morton was a great help. He got me in contact with the person I truly needed to
- b. The services were really helpful and Mr. Morton was very concerned with my situation and the results. I was told what could be done, helped with what to do, and he followed-up to make sure everything was taken care of properly.
- c. Assistant Dean Morton was FANTASTIC regarding my situation. He was extremely helpful!

Presentations by Department Staff

<u>PERSON</u>	<u>PRESENTATION TITLE</u>	<u>AUDIENCE</u>	<u>LOCATION</u>
Mr. Vincent Morton	“Career in Student Affairs”	NIRSA Lead-On	Texas State
Mr. Vincent Morton	“Representing Texas State”	Orientation Assistants	LBJSC

Special Recognitions for Department and/or Staff

n/a

Objectives for 2011-2012

- 1. Develop dependable assessment process.
- 2. Develop automated intake system.

Trends/Challenges for 2011-2012

The time required to address cases continues to fluctuate depending on the cases brought forth. There also needs to be careful consideration given to how cases are categorized; i.e. whether a case is an Ombuds case, a complaint, or a matter which is handled in capacity of an Associate Dean of Students (just helping students navigate the educational process).