

Texas State University

Outcomes Report

General Information

Academic Year:	2016-2017
Division:	Student Affairs
Unit:	Dean of Students
Department:	Dean of Students
Outcome Type:	Administrative / Educational Support
Coordinator/Contact:	Margarita Arellano or Kathy Weiser
Status:	Entry Meets Minimum Requirements

Mission Statement

The Dean of Students Office strives to set standards of excellence in the delivery of student services and to foster a welcoming environment that is inclusive, safe and conducive to learning. The core function of the Dean of Students Office is assisting and developing students through services that include emergency services, leadership development opportunities, legal advice, notary services, ombuds services, and resolutions to student misconduct allegations.

Evidence of Improvement

Outcome 1:

Methods 1 and 2 of Outcome 1 were new in fall 2016, so this was the first year of results, therefore, no results from previous years exists to compare this baseline year data. However, the high response rate from the service survey of Method 1 (46%), with 91.7% of respondents reporting they "Agree" or "Strongly Agree" that emergency funding helped them complete the semester, indicates that this emergency services program strongly supports retention efforts and that more resources are needed.

Outcome 2:

In FY17, targets for Method 1 were exceeded, with 100 percent of survey respondents reporting satisfaction with advising services received. The Method 2 target was not achieved due to a staffing shortage that resulted in an inadequate amount of students assessed (N=1).

Outcome 3:

In FY17, the Method 1 target of achievement of the average GPA of 2.75 for students who are members of Greek-affiliated chapters advised by the DOS Greek Affairs staff was met in the spring semester but not in the fall semester. The Spring 2017 semester average was 2.75, while the Fall 2016 GPA average was 2.64. Revised last year, the Method 1 target was raised from 2.65 to 2.75, following several years of improved average GPAs among Greek members. Even with the missed target for Fall 2017, the average GPA of both semesters, 2.69, is still an improvement over the average GPA in FY14 (2.67) when Method 1 was established. Steady increases for each semester seen in previous years, including the FY17 spring semester, indicate that the Fall 2016 average drop should be addressed through immediate measures.

Method 2 for Outcome 3 was achieved in FY17, with average of 74 percent of chapters (N=25) achieving an overall chapter GPA of 2.50 or higher for the year, significantly higher than the target of 65 percent as called for. Although the results show a decrease from the FY16 result of 81% (N=29) of chapters achieving an overall chapter average GPA of 2.50 or above, chapter GPAs have risen seven percent since FY14, when Method 2 was established. This is compared to 77% in FY15, and 67% in FY14.

The strategies used to improve academic performance for the Greek affiliated-students, and their chapters continue to be effective as long-term solutions. The drop in FY17 Fall averages has resulted in an Action Plan item calling for staff to collaborate with other university departments to identify new strategies to earlier detect Greek members who may need additional academic support earlier in the academic year. Greek Council executive officers implemented new approaches to working with chapter scholarship representatives to provide support and resources to chapters, including the Greek Affairs academic resource manual. Further development of scholarship programs within the councils for chapters will continue in FY18. The results show the effectiveness of providing appropriate data to the governing councils and chapters in an effort to inform intervention strategies and help identify chapters and individual members who may need more assistance or resources to improve academically.

Action Plan

The action plan for FY18 to improve the Dean of Students Office services includes the following:

Outcome 1:

1. Student Emergency Services staff will revise Method 1 of Outcome 1 by September 1, 2017 to change the question in the electronic survey to reflect the students' perceptions regarding the funding assistance impact on their ability to successfully complete the semester for students who obtain emergency funding.
2. Based upon recommendations from students who responded to the survey, Student Emergency Service staff will revise the financial resources handout by August 28, 2017, with annual updates each summer, and will provide all students with a copy of it during the office meetings to obtain emergency funding assistance beginning August 28, 2017.

Outcome 2:

1. Leadership Institute staff, in collaboration with the Dean of Students and the Dean of Students Assessment Team, will consider changing the

outcome and methods for the institute in the next Administrative Outcomes cycle based on three years of continuous improvement (100 percent satisfaction) of the current outcome.

2. Leadership Institute staff will evaluate the current direct assessment (Method 2) to identify ways to increase the number of Student Leadership Board members who are assessed.

Outcome 3:

1. Greek Affairs staff will provide new strategies to help improve academic performance of Greek-affiliated students and overall chapter academic performance. Strategies will include staff providing resources to chapters and governing councils; meeting with chapter presidents to discuss academic standards; increasing incentives for chapters that improve academic performance; providing assessments or tools to chapter executive officers that identify students who may need more academic resources; and collaborating with university departments to provide Greek-affiliated students with opportunities to engage in existing academic support services. Initial strategies from collaborations with governing councils and departments will be developed by November 1, 2017, but collaborations will continue throughout the year.
2. Greek Affairs staff will collaborate with other university departments to identify new strategies to earlier detect Greek members who may need additional academic support earlier in the academic year and also track academic progress of Greek-affiliated students more frequently. Initial strategies from collaborations with governing councils and departments will be developed by November 1, 2017, but collaborations will continue throughout the year.
3. Greek Affairs staff will consider redefining the target population that is accessed to a subset of Greek-affiliated members, such as by gender, classification, and/or council affiliation for the FY17 cycle.

Outcome 1

At least 50% of students who obtain assistance from Student Emergency Services in the Dean of Students Office will achieve academic persistence as indicated by the completion of the semester they received the services.

Outcome 1 - Method 1

Students who receive funding assistance from Student Emergency Services in the Dean of Students Office during the fall semester will be sent an electronic survey within 10 business days after obtaining services. At least 50% of the students who respond to the survey will report that emergency funding helped them to complete the semester that they received the services.

Outcome 1 - Method 1 - Result

The target of 50% of survey respondents reporting that emergency funding helped them complete the fall 2016 semester was exceeded by 41.7% (N=5) of respondents. Of the 26 students who were emailed the survey in Spring 2017, 91.7% (N=11) of respondents reported they "Agree" or "Strongly Agree" that the funding helped them complete the semester. 46% (N=12) of the student survey recipients completed the survey. This is a new outcome for FY17, so this is the baseline year for collecting results for continuity of assessment and evidence of continuous improvement from year to year.

For FY17, Method 1 of Outcome 1 was changed from assessing the absence notification services to assessing the emergency funding services. This revision was implemented by September 1, 2016, meeting the action plan item target date.

In FY17, a survey was developed during the fall 2016 semester to assess student's satisfaction of the emergency funding process. During the spring 2017 semester, an electronic satisfaction survey was emailed to 26 students who requested emergency funding assistance in the Fall 2016 semester. The surveys were sent on May 5, 2017 instead of within the target 10 business days after obtaining services because Student Emergency Services staff determined that the students would not have ample time to answer the survey question, "The emergency funding assistance I received helped me complete this semester." Also, the message that accompanied the link to the survey indicated that the student was being asked to provide feedback for the funding request that he or she had made during the fall 2016 semester.

The Student Emergency Services staff learned from the respondents' survey comments that improvement may be made by providing students with additional resources. Student Emergency Services staff will update the current financial resources handout each year and will provide all students with a copy of it during the office meeting to obtain emergency funding assistance. This procedure will begin on August 28, 2017, which is the first day of fall semester classes.

Also, Student Emergency Services staff will revise Method 1 of Outcome 1 for the next Administrative Outcomes cycle. Staff will compare data for the fall semesters only, and will consider emailing the electronic satisfaction survey to students who obtain emergency funding assistance within the first month of the spring semester.

Outcome 1 - Method 2

Within 15 business days after grades are posted at the end of the fall semester, student transcripts will be reviewed for students who received emergency funding from Student Emergency Services in the Dean of Students Office during that semester. Transcripts will show that at least 50% of students completed the semester in which they received emergency funding.

Outcome 1 - Method 2 - Result

In FY17, 96.4% (N=13) of students who received emergency funding during the fall 2016 semester completed the semester in which they obtained services. This number of students exceeded the 50% target by 46.4%.

A total of 54 students received emergency funding in FY17, which included 52% (N=28) of students in Fall 2016 and 48% (N=26) of students in Spring 2017. Transcripts showed that 96.4% (N=27) of students who obtained the service completed the semester in Fall 2016 and 100% (N=26) of students who obtained the service completed the semester in Spring 2017.

During Fall 2016 and spring 2017, Student Emergency Services staff reviewed transcripts of students who received emergency funding to assess the percentage of students who completed the semester they obtained the service within 15 days after grades were posted. The Student Emergency Services staff learned that the emergency funding service is helpful for students in achieving academic persistence.

Outcome 2

The Dean of Students Office advising services provided to the Student Leadership Board will be effective, as indicated by at least 70% of student leaders, such as executive officers and committee chairs, reporting satisfaction with advising services received.

Outcome 2 - Method 1

All student leaders of the Student Leadership Board will be given surveys the first week of April each year. The survey will rate the student leaders' satisfaction with the advising services. At least 70% of the survey respondents will be satisfied with the services.

Outcome 2 - Method 1 - Result

The target of at least 70% of the survey respondents indicating they are "satisfied" with the Leadership Institute staff advising services to the Student Leadership Board was exceeded by 30 percent in FY17, with a 100 % satisfaction rate (N=7). Respondents were 100% (N=7) "satisfied" or "very Satisfied" with the advising services, as well as the organization overall and associated activities with regard to leadership and how it applies to their lives.

Implemented in FY15, this outcome's results are comparable for three years. In FY17, 100% were satisfied, with 57.1% indicating "Very Satisfied;" compared to FY16 responses of 100% reporting satisfaction, with 81.3% indicating "Very Good;" and FY15 responses of 100% satisfaction, with 16.7% "Very Good."

Advising Services Satisfaction Survey Response Rate and Satisfaction Levels

YEAR	RESPONSE RATE	SATISFIED
FY17	58.3% (N=7)	100% (57.1% Very Satisfied)
FY16	94.1% (N=16)	100% (81.3% Very Good)
FY15	50% (N=6)	100% (16.7% Very Good)

While the FY16 Action Plan called for a paper version of the survey was to be administered to the officers of the Student Leadership Board at its last general spring semester meeting, an electronic survey was sent to 12 officers, with 7 respondents (58.3% response rate). Ensuring that a paper survey is utilized for FY18 will be included in this year's action plan and communicated to organizational leadership early in the process. As called for in the FY16 Action Plan, the Student Leadership Board survey was revised to better rate the student leaders' satisfaction with the advising services, changing the measures to a more appropriate scale, asking students to respond to questions regarding the advising services and rating of the organization using a five-point Likert scale. With regard to the satisfaction of advising services, the Likert scale included 5 as being "Very Satisfied," 3 being "Neutral" and 1 being "Very Dissatisfied. With regard to the rating of the organization, the Likert scale used 5 as "Very Good," 3 as "Neutral" and 1 as "Very Poor."

While 100% of respondents reported being either "satisfied" or "very satisfied" with advising services, the number of those reporting "very satisfied" dropped from FY16, which could have resulted from the department being short-staffed in Fall 2016 and adjustments made when a new advisor joined the team in Spring 2017.

Outcome 2 - Method 2

Advisors of the Student Leadership Board (SLB) will observe the leadership development of the SLB student leaders throughout the academic year based on a rubric from Carsten's Matrix of Student Employment, which includes three areas (nuts and bolts, people and places, and personal skills) and a five-level scale with the lowest level Member = 1, Volunteer/Contributor = 2, Coordinator = 3, Organization Veteran = 4, and the highest level Visionary = 5. At least 70% of student leaders observed will achieve growth of their leadership skills by mastering all three areas of one level and progressing to the next level from the fall semester to the spring semester.

Outcome 2 - Method 2 - Result

The Outcome 2, Method 2 target was not achieved in FY17 due to a staffing shortage that resulted in only one Student Leadership Board member being assessed; therefore, we cannot compare results from this year to data in previous years. In FY16 and FY15, the target was achieved, with more than 70 percent of SLB student leaders hitting the target. In FY17, the one student who was assessed met the target.

Outcome 3

Students who are members of Greek-affiliated chapters advised by the Greek Affairs staff in the Dean of Students Office will improve academic performance.

Outcome 3 - Method 1

After grades are posted at the end of the fall and spring semesters, Greek Affairs staff will review the GPA report from IT. The average GPA of the students who are members of Greek-affiliated chapters advised by the Greek Affairs staff in the Dean of Students Office will increase from the current average GPA of 2.65 to 2.75.

Outcome 3 - Method 1 - Result

In FY17, the target to increase the average GPA of Greek affiliated students from 2.65 to 2.75 was achieved in the spring semester only. Results revealed that the all-Greek member average for the fall semester was .11 below the target level. In the spring semester, the average GPA was at target level. This resulted in an overall average for FY17 that was .06 below the new revised target of 2.75 but .04 above the previous target of 2.65. In comparison, the 2.65 target for the all-Greek member GPA was reached and exceeded in FY16, FY15, and FY14. FY16 results demonstrated an increase of 0.04 in the fall and 0.09 in the spring above the target average GPA, for an average .07 above the target. Additionally, FY16 results showed an increase from the corresponding semester in the previous year. FY15 results exceeded the target by .01 in the fall, .08 in the spring, and .05 for the overall fiscal year average.

Grade information was obtained from the Student Affairs MAKO database for all students who participated in Greek affiliated chapters advised by the Greek Affairs staff in the Dean of Students Office for each long semester in FY17. Data for each student was utilized to calculate averages for each of the organizations advised by staff in both long semesters.

Method 1 was established in FY14 and revised in FY17. Although the target All-Greek-Member GPA was revised in FY17, the results are comparable from year to year. Below is a table illustrating the average of the Greek affiliated students' GPA and the number of students who are Greek affiliated for each long semester and fiscal year since the implementation of this method.

Average Greek Affiliated Undergraduate Student GPA

YEAR	Fall	Number of Students	Spring	Total Number of Students	FY GPA Average
2016-2017 (FY17)	2.64	2,880	2.75	2,451	2.69
2015-2016 (FY16)	2.69	2,674	2.74	2,542	2.72
2014-2015 (FY15)	2.66	2,498	2.73	2,388	2.70
2013-2014 (FY14)	2.60	2,279	2.75	2,299	2.67

The above table details the results for each long semester as well as the average for each fiscal year. The results indicate the strategies used to improve academic performance are still effective. However, chapter officers may need additional guidance in utilizing the resources and assessment data provided. Greek Affairs staff provides appropriate data to chapters in an effort to help identify members who may need additional assistance or resources to improve academically. Staff met with chapter presidents providing guidance on assisting members who are not meeting organizational academic standards. In addition, the governing councils provide resources, support, and incentive to chapter officers in charge of each organization's scholarship program through semester roundtable meetings and individual chapter meetings. Councils and staff also worked to collaborate with other university departments to provide resources and assistance to chapters and individual Greek affiliated students throughout the year such as the PACE center, Brilliant Bobcat sessions, and utilizing SLAC services. For FY18, Greek Affairs staff will work with other university departments to develop strategies for gaining additional data and to assist chapter officers in utilizing assessment data to revise chapter scholarship programs.

Outcome 3 - Method 2

After grades are posted at the end of the fall and spring semesters, Greek Affairs staff will review GPA reports from IT. The percentage of the Greek-affiliated chapters advised by the Greek Affairs staff in the Dean of Students Office that achieve the current chapter average of 2.50 GPA will increase from 56% of chapters to 65% of chapters.

Outcome 3 - Method 2 - Result

In FY17, the target to increase the percentage of chapters who achieved an overall chapter average GPA of 2.50 or higher from 56% of chapters to 65% of chapters was met. In FY17, the fiscal year average percentage of chapters that achieved an overall chapter average GPA of 2.50 or higher

was 74% (N=25). Spring semester continues to demonstrate higher academic achievement for overall chapter GPA averages as 27 out of 32 organizations met the target GPA compared to 22 out of 35 organizations in the fall semester.

Method 2 was established in FY14 making the FY17 results comparable to three years of data. In comparison, in FY16 81% (N=29) of chapters achieved the target GPA with 77% (N=28) in FY15 and 67% (N=21) in FY14. As with FY17, each year the number of chapters who achieve the target overall chapter GPA average is higher in the spring semester. Below is a table illustrating the percentage of chapters who reached the target overall chapter GPA average for each semester and fiscal year since the implementation of this method.

Greek Affiliated Chapters Achieving Average 2.50 or Higher GPA

YEAR	Fall	Number of Organizations	Spring	Number of Organizations	Total
2016-2017 (FY17)	63% (N=22)	35	84% (N=27)	32	74% (N=25)
2015-2016 (FY16)	73% (N=27)	37	86% (N=30)	35	81% (N=29)
2014-2015 (FY15)	64% (N=23)	36	89% (N=33)	36	77% (N=28)
2013-2014 (FY14)	56% (N=19)	34	67% (N=24)	36	67% (N=21)

The results indicate the strategies used to improve academic performance are effective. However, chapter officers may need additional guidance in utilizing the resources and assessment data provided to achieve more consistent academic achievement from semester to semester. Staff met with presidents from each chapter throughout the semester, which included assistance in developing strategies to improve academic achievement. Staff continued providing the resource manual distributed in FY15. In addition, Staff continued to work with the four governing Councils in establishing strategies to expand resources and assistance for chapters throughout the academic year in addition to enhancing accountability for chapters who are not meeting academic standards. In FY17, work with the governing councils continued to focus on providing resources and support to chapter officers in charge of organizations' scholarship programs through semester roundtable meetings and individual chapter meetings, to further develop academic plans for students and whole chapters who may need additional assistance. Councils and staff also worked to collaborate with other University departments to provide resources and assistance to chapters and individual Greek affiliated students throughout the year. For FY18, Greek Affairs staff will work with other University departments to develop strategies for gaining additional data and to assist chapter officers in utilizing assessment data to revise chapter scholarship programs.

Grade information was obtained from the Student Affairs MAKO database for all students who were members of Greek affiliated chapters advised by the Greek Affairs staff in the Dean of Students Office at the end of each long semester in FY17. Data for each student was utilized to calculate averages for each of the organizations advised by staff in both long semesters.

Approval History	
Approval History Event	Approver
Outcomes Approved Level 1	Margarita Arellano (ma33)
Outcomes Approved Level 2	Joanne Smith (js14)
Outcomes Audit Report Submitted	Ana Garza (ag02)