

Divison of Student Services

Mission Statement

In support of the educational mission, the division of Student Services collaboratively seeks to enrich the holistic development of students by fostering personal growth, social responsibility, and a sense of community. (03/17/06)

<u>Goals</u>	<u>Objective/Strategy</u>	<u>Assessment/Evaluation</u>	<u>Summary/Outcomes</u>	<u>Use of Results</u>
Goal 1 – We will foster on-going personal growth within each student. (USP – SG #1)	Each student will be oriented to expectations for success in college and at St. Ambrose University.	Content will be included in the Summer Orientation program. Program presentation evaluation will included question to affirm awareness/understanding	Student services presentation will focus on keys to success and information on necessary resources for success.	Feedback from evaluation will be utilized to modify presentation and follow-up communications during Welcome Week
	Each student will have substantive co-curricular experiences upon graduation.	A co-curricular transcript format will be developed to articulate these experiences documented through the student activities office. Framework will be tested in Fall 07 to be rolled out in Fall 08.	Requires working with IT and Records and Registration to format Datatel appropriately, currently on target.	Working on the project will involve feedback on usefulness of this concept and our perception of the need to capture and affirm out of the class learning.
Goal 2 – We will foster a sense of social responsibility within each student. (USP – SG #3)	Each student will be offered the opportunity to develop leadership skills.	Students will be invited to participate in a leadership development program conducted jointly with, Campus Ministries, the Career Center, Athletics and Residence Life. Evaluations will be conducted to ascertain usefulness of information.	Evaluation data suggest student participants found program favorable. Several recommended greater program expansion.	Feedback from surveys is being utilized to format program in Fall 07.
	Each student will voluntarily serve others annually.	Students will be asked to log hours in Mission 125 collection site, participate through athletics and through other class and community means.	Student Molly Temming has been communicating to students via e-mail, web and by other means.	Response rates will be assessed to determine best manner through which to collect data. Current data suggesting the need for a more intentional data base.

<p>Goal 3 – We will foster a sense of community. (USP – SG #3)</p>	<p>Consistent student worker training and development will be implemented utilizing the University mission statement as a guideline.</p>	<p>Program will be offered during welcome week to allow for training in addition to encouraging formal training format. Career Center office will send out survey to document number of offices that are using training format.</p>	<p>Initiative to formalize supervisor and worker training to improve quality delivery of service is underway given discrepancy concerns that have been revealed.</p>	<p>Feedback from supervisors and students will be utilized to improve overall standards through common skills development.</p>
	<p>Ambrose traditions will be created, fostered and supported annually.</p>	<p>Based on concerns, initiative through committee formation will be taken to better format Welcome Week and Last Blast offerings.</p>	<p>Feedback from survey and anecdotal comments suggest that more substantive program offerings are very positive and feel more intentional.</p>	<p>Feedback and participation rates will be utilized to structure future experiences. Welcome Week dates have been moved back to allow less down time between student arrival and first day of classes.</p>
<p>Goal 4 – We will influence the University organizational culture. (USP – SG #1)</p>	<p>We will create and maintain a comprehensive customer service program for student services staff.</p>	<p>Survey of department head directors suggested need and desire for common practice. Committee has been formed to format common elements.</p>	<p>Committee work is on-going with suggestions to be reported in June 07 and training to begin in August 07.</p>	<p>Stemmed from concerns expressed about a) customer service practice and b) some departments demonstrating more consistent standards than others. Feedback is driving discussion and common practices development</p>
	<p>We will provide services and integrate initiatives into the campus community.</p>	<p>Feedback that student services needs to contribute to bigger picture has been received through previous assessments. Need to incorporate full campus community into common programs such as Welcome Week to manage volume has become a necessity. Means of measurement will be anecdotal and committee/process participation review.</p>	<p>Directors and committee chairs are reaching out to faculty, students and staff to be on committees or to provide feedback on proposed program changes.</p>	<p>Parking policies, welcome week, first book initiative, orientation leader selection and other similar programs have been adapted and improved based on feedback from external constituency. Staff are also reaching out as volunteers for major committees.</p>