

ASSESSMENT

The Division of Student Services exists to support the academic mission of the university and to provide services that will enhance the quality of life for all students. In order to accomplish these objectives, departments are charged with the responsibility of providing and assessing needed services and measuring outcomes for effectiveness and needed changes. The departments within the division scan a wide range of services and various models are used for assessing and measuring outcomes. Details are available on the assessment pages of the individual departments.

The office of Analysis Assessment & Accreditation administers several student surveys each year. Among those surveys that are of particular interest to the Division of Student Services is the Freshman/Sophomore Student Survey. This survey measures student services progress and support to students as they move through their university experience. Since it is difficult on a university wide survey to include all departments within the Division of Student Services the university survey only includes those departments that a majority of students or special populations of students would use. The following table is the Freshman/Sophomore Student Survey results for 2005 and 2007. This comparison is used because of the importance of the first and second year experience for students. **(NOTE: The numbers are percents and indicate the total of ‘Satisfied’ and ‘Very Satisfied’ responses.)**

<u>Measurement Area</u>	<u>Fresh/Soph 2005</u>	<u>Fresh/Soph 2008</u>	<u>Progress Indicator Arrow</u>
Supplemental Instruction	91.2	89.5%	▼
Math/Stat Tutoring Center	76.2	76.4%	▲
Disability Resource Center	83.1	77.1%	▼
Online Registration	82.7	86.7%	▲
Career Placement Office	78.1	72.7%	▼
Student Employment Office	80.5	75.4%	▼
Registration Office	86.3	84.9%	▼
Financial Aid Office	80.4	81.9%	▲
Counseling Center	82.5	78.7%	▼
Student Health Center	84.4	84.2%	▶
Student Health Insurance	77.4	73.2%	▼
Student Wellness Center	81.3	80.1%	▼
Statesman	91.6	88.6%	▼
STAB (Student Activities)	94.1	88.5%	▼
Arts & Lectures Series	91.9	85.4%	▼
Intramurals	88.0	86.2%	▼
Outdoor Recreation	94.2	90.7%	▼

Volunteer Activities	94.4	93.5%	▼
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NOTE: Percentages are based on the number of students responding to each question.
 NOTE: Satisfaction percentages are based on responses by those who had used the service or participated in the activity.

While the directional arrows indicate perception and services received, it is of note that the overall percentages are high and represent high degrees of services being provided to the freshman and sophomore students.

The above list of departments and services is **not** inclusive for the Division of Student Services. The 'Department' link on this home page will provide access to the various departments within the division. Each department will have assessment information and data relating to their various services. To access this information, click on the department and then the 'Assessment' button.

Departmental Awards & Recognitions

The following table indicates a sampling on awards and recognitions that have been received by departments within the division. The list is not comprehensive, but speaks to the caliber of programs and staff at Utah State University.

<u>Department</u>	<u>Awards/Recognition/ Acknowledgement</u>
Counseling Center	<ul style="list-style-type: none"> • Utah State University 2006 Diversity Award • International Association of Counseling Services Re-accredited • Association for University and College Counseling Center, Directors Governing Board 2000-2006
Financial Aid	<ul style="list-style-type: none"> • Cache Valley Alliance for Youth • Meet the Challenge Award 2007
Registrar's	<ul style="list-style-type: none"> • National Academic Advising Association(NACADA) 2006-2007 • National Academic Advising Association 2002-2005 • National Conference chair, NACADA 2002
Student Health & Wellness	<ul style="list-style-type: none"> • Utah Department of Health Healthy Campus Bronze Award 2005 • Utah Department of Health Healthy Campus Bronze Award 2006 • Utah Department of Health Healthy Campus Gold Award 2007

	<ul style="list-style-type: none"> • CLIA Recertification (Clinical Laboratory) • UCASA Sexual Assault Awareness Month Award • Utah State Emergency Medical Services Advisory Board • Utah Area Local Board of Health • Bear River Board of Health
Academic Resource Center	<ul style="list-style-type: none"> • NCLCA Level II Learning Professional Certification
Campus Recreation	<ul style="list-style-type: none"> • State of Utah NIRSA Coordinator 2005-2007
Retention/First Year Experience	<ul style="list-style-type: none"> • Outstanding Professional Employee 2007
University Advising	<ul style="list-style-type: none"> • Outstanding Professional Advisor of the Year 2006 • NACADA New Outstanding Professional Advisor of the Year 2007 • NACADA Outstanding Advising Certificate of Merit Recipient 2007 • Outstanding Professional Advisor of the Year 2006 • NACADA Outstanding Professional of the Year 2005 • Outstanding Professional Advisor of the Year 2004 • Utah Advising and Orientation Association Board
Admissions	<ul style="list-style-type: none"> • Presidential Award for Distinguished and Exemplary Service to Students, Faculty and Staff, Utah Association of Collegiate Registrars & Admissions Officers 2006 • President, Utah Council for Post-Secondary Relations • 4-year Representative for the Utah Council • Vice President, Utah Association of Collegiate Registrars and Admissions Officers • Recruitment Chair, Utah Association of Collegiate Registrars and Admissions Officers
Women's Center	<ul style="list-style-type: none"> • Board of the Association for Adult Development and Aging • Senator Hatch's Committee on Women
Student Involvement	<ul style="list-style-type: none"> • President, Utah Professionals in Involvement and Leadership 2008-2009
Career Services	<ul style="list-style-type: none"> • Certified Professional Resume Writers, Professional Associate of Resume Writers
TRIO Program	<ul style="list-style-type: none"> • Outstanding Institutional Advising Program Award NACADA 2005 • Outstanding Advising Certificate Merit Award for 2003
Disability Resource Center	<ul style="list-style-type: none"> • Professional Employees Association Legislative Committee Chair 2005-2007

<p>Statesman</p>	<ul style="list-style-type: none"> • Governing Board of the Utah Press Association • Utah Press Association Better Newspaper Contest 2006: <ul style="list-style-type: none"> ○ Best Lifestyle Section 1st place ○ Best Feature Story 1st place ○ Best Sport Section 2nd place • Utah Headliners Chapter of the Society of Professional Journalists 2006 Newspaper Contest: <ul style="list-style-type: none"> ○ Military Reporting 1st place ○ Education Reporting 2nd place ○ Medical/Science Reporting 2nd place ○ Minority Issues Reporting 2nd place ○ Sports Reporting Honorable Mention ○ Opinion Column 1st, 2nd & 3rd place ○ Headline Writing 2nd & 3rd place ○ Front Page Design 3rd place • Mark of Excellence, Society of Professional Journalists 2005: <ul style="list-style-type: none"> ○ Best All-Around Non-Daily Student Newspaper, 1st place staff ○ Breaking News Reporting: 1st place ○ Sports Writing, 1st place ○ In-Depth Reporting, 3rd place • Utah Press Association Better Newspaper Contest 2005: <ul style="list-style-type: none"> ○ News Coverage 2nd place ○ Breaking News 2nd place ○ Sports Section 2nd place ○ Feature Column 2nd place ○ In-Depth News Series 3rd place • UPA Better Newspaper Contest 2004: Lifestyle/Feature Coverage 1st place
<p>Multicultural Student Services</p>	<ul style="list-style-type: none"> • Utah System of Higher Education • State Office of Education Task Force • Improving Educational Access for Disadvantaged Populations 2006-Present • Utah Coalition for the Advancement of Minorities in Higher Education (UCAMHE) 2004-Present • National Association of Student Personnel Administrators 2004-Present • Utah State Office of Indian Education Committee-

	<p>Higher Education Sub-committee</p> <ul style="list-style-type: none">• American Indian Services-Emeritus National Executive Board Member
Children's House	<ul style="list-style-type: none">• Utah Association for the Education of Young Children Governing Board (UtahAEYC)