

2020–21 Annual Report – Dean of Students

Mission

The mission of the Office of the Dean of Students is to:

- Educate students regarding the university's expectations of behavior
 - Protect students' rights
 - Assure fairness and due process
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Summary Narrative

1) Enhance Recruitment and Retention Efforts to Increase Enrollment

No information provided.

2) Strengthen Student-Friendly Operations and Customer Service

No information provided.

3) Improve Diversity and Inclusion Efforts to Provide a Safe and Inclusive Environment for Students

No information provided.

4) Align Financial and Human Resources to Operate More Effectively and Efficiently

No information provided.

5) Promote Student Development, Engagement, and Leadership

No information provided.

6) Other

The unit continued to implement the **student conduct process** and advocate for students through various university procedures. The office maintained flexibility and adapted its operations due to the global pandemic.

At a Glance

No information provided.

Assessment 1

Type: Operational

Goal:

To assess the customer service of each department under the Division of Student Affairs.

Activity Assessed:

Customer service experience of the campus community.

Assessment Artifacts:

Survey via QR code and web link on accessible Student Affairs posters.

Survey Questions Included:

- Satisfaction with employee handling
- Issue resolution
- Timeliness
- Clear communication
- Professionalism and courtesy
- Feeling valued

Time Period: FY 2021

Results:

Despite visibility efforts, **no survey responses** were recorded.

Continuous Improvement:

The Division of Student Affairs will continue working on strategies to increase campus community feedback for better assessment of staff responsiveness, professionalism, and competency.

Assessment 2

Type: Operational

Goal:

Enhance the efficiency and effectiveness of the student conduct process.

Activity Assessed:

Student conduct process

Assessment Artifacts:

Survey

Results:

Assessment **not completed** due to the pandemic.

Continuous Improvement Process:

N/A

FY21 Changes: N/A

FY22 Changes: N/A

Stakeholder Involvement / Communication Plan: N/A

Assessment 3

Type: Operational

Goal:

Conduct a survey on the **Campus Bookstore and Dining** to evaluate campus experience and satisfaction.

Activity Assessed:

Bookstore and dining experiences

Assessment Artifacts:

Survey

Results:

Assessment **not completed** due to the pandemic.

Continuous Improvement Process:

N/A

FY21 Changes: N/A

FY22 Changes: N/A

Stakeholder Involvement / Communication Plan: N/A

Priorities for Next Year

- **Student Conduct Process:**

Disseminate a survey to assess student learning outcomes and identify necessary changes to enhance process effectiveness.

- **Campus Bookstore & Dining:**

Disseminate a survey to evaluate performance, customer service, and overall satisfaction.

- **Student Code of Conduct:**

Review and update policies to ensure they are:

- Accurate
- Student-friendly
- Aligned with institutional needs
- In compliance with federal laws, regulations, and guidance