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

Summary Narrative

1) Enhance Recruitment and Retention Efforts to Increase Enrollment

No information provided.

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2) Strengthen Student-Friendly Operations and Customer Service

No information provided.

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

No information provided.

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

No information provided.

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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