**Northern Michigan University**

**OUTCOMES ASSESSMENT PLAN/REPORT FORM**

**Administrative or Educational Support Unit**

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| Name of Department or Unit | Dean of Students |
| This document is the | 🗹 PLAN or 🞎 REPORT for July 1, 2012 to June 30, 2013 | Date Submitted: |  |
| Submitted by (Unit Representative) | Christine Greer |

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| **Department or Unit Mission Statement: Was this mission statement revised this year? Yes \_X\_ No** |
| The Dean of Students Office supports the mission of the University by maintaining a campus environment which is conducive to the recruitment, retention, personal development, and success of students. Specifically, we advocate for student rights; promote student involvement in the University’s decision-making process; provide a program for new students to help them adjust to college living and learning; and offer services and programs which respond to the needs of diverse constituencies. The office also ensures the University community functions as freely as possible from disruptive and inappropriate behavior. |

**Functions within the University:**

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| In addition to being part of NMU’s continuous improvement process, outcomes assessment plays a direct role with the AQIP Systems Portfolio (100-page document submitted every four years). To increase awareness and help gather Portfolio information, **please type “X” for all AQIP categories directly related to your unit’s core mission**. Some functions appear in more than one category. This is a first round collection of this information so do the best you can with the selection; if you want help, ask S. Poindexter. (Note: this section of the form is short-term; it will be deleted once functions have been mapped between units and the Systems Portfolio.) **🞎** AQIP Category 1: Helping Students Learn documents the curricular and co-curricular processes and student learning support.**X** AQIP Category 2: Accomplishing Other Distinctive Objectives documents the key non-curricular functions by which NMU serves the region, e.g. community engagement initiatives of students and employees, and department outreach.**X** AQIP Category 3: Understanding Students’ and Other Stakeholders’ Needs documents how NMU builds relationships with students, alumni and employers and identifies, targets and meets their needs.**X** AQIP Category 4: Valuing People documents NMU personnel recruitment, training, satisfaction, services and programs. **X** AQIP Category 5: Leading and Communicating documents processes that guide NMU in setting directions, making decisions, seeking future opportunities, and communicating decisions and actions. **X** AQIP Category 6: Supporting Institutional Operations documents student and administrative support services, safety, and facilities.**🞎** AQIP Category 7: Measuring Effectiveness documents IT systems and institutional research NMU employs to collect, analyze, and distribute, and how departments use them to manage improvement, e.g. use of charts, “cubes,” dashboards.**🞎** AQIP Category 8: Planning Continuous Improvement documents NMU’s strategic and administrative planning processes.**X** AQIP Category 9: Building Collaborative Relationships documents how NMU works with external organizations from which we receive students (school systems) or goods and services (vendors and utilities), send our graduates (schools and employers), and support or regulate our programs (agencies).(A full description of the Portfolio’s categories and its detailed topics are available at [www.nmu.edu/aqip](http://www.nmu.edu/aqip) under the Current Document tab.) |

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|  **Administrative Objective #1** *(State an ongoing goal by which the unit gauges its overall performance in a key role year after year, i.e. your “bottom line” measure.)* |  | **Means/Evidence of Assessment for Objective** *(Describe the statistic or criteria that measures success in achieving this goal. What is the desired and/or minimum target you expect*? *What method is used to collect the data for the statistic*?) |
| Within 21 calendar days of a conduct incident each student charged with a Student Code violation will be notified of the charges against him/her, be given a date, time and location of an administrative hearing, and be given the opportunity to affirm or deny responsibility for the charges. |  | 1. 80% of students charged with a Student Code violation will be notified of the charges against him/her, be given a date, time and location of an administrative hearing, and be given the opportunity to affirm or deny responsibility within 21 calendar days.
2. A new Access database will be used to collect data and a report will be run by May 15, 2013.
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| **Summary of Data Collected** *(Provide trend data and summarize)* |  | **Describe how results were used to improve services** |
| (Fill in only for the REPORT at the end of the year.) |  | (Fill in only for the REPORT at the end of the year.) |
| **Administrative Objective #2** *(State a 1-2 year objective intended to improve a unit process, service, or output.)* |  | **Means/Evidence of Assessment for Objective**  |

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| *Objective* :The Dean of Students Office will log all student complaints (refund requests, back-dated withdrawal requests, student behavior, faculty behavior/decisions, staff behavior/decisions, FYE block scheduling, off-campus housing list, landlord/lease, other), log the action taken (green sheet/refund appeal, back-dated W process, referral to student conduct, referral to academic department, referral to equal opportunity office, referral to another administrative office) and analyze the data collected to determine if patterns can be identified. Patterns will be brought to the attention of the Associate Provost for Student Services and Enrollment for dissemination to the University.*Rationale (Why you are setting this objective; mark with “X”)*:X Effectiveness/quality action Efficiency/cost action  Compliance issue Satisfaction measure Create baseline  Other (explain): *Does this objective relate to a Road Map goal? (Refer to last page for the Road Map goals). If yes, type the related Road Map codes here*:  |  | *Describe timetable plans to achieve objective*.1. The Dean of Students Office staff will collaborate in creating a log to document all complaints received and action taken by August 24, 2012.
2. Each staff member will use the log for the fall 2012 semester for each meeting/walk-in/call/email for which the stakeholder brings forth a complaint to this office.
3. The Dean of Students Office will compile data from the fall 2012 log sheets by January 7, 2013.
4. The Dean of Students Office staff will analyze the data to determine if patterns can be identified that could be disseminated to the broader institution for action. If important information is missing from the log, it will be added by January 14, 2012 before using it again for winter 2013.
5. These data and patterns will be submitted to the Associate Provost for Student Services and Enrollment by January 14, 2013 and again by May 31, 2013 (for winter 2013 stats) for dissemination to the broader institution where appropriate.

*Beyond completing the above steps, how will you judge whether the objective was a success?[[1]](#endnote-1) Examples: If the rationale was Efficiency/cost, what is the desired and/or minimum target criteria for savings in time or cost? If the rationale was Satisfaction, what is the measure and what increase is desired*? |
| **Summary of Data Collected** (*Summarize the evidence)* |  | **Use of Results to Improve Unit Services** |
| (Fill in only for the REPORT at the end of the year.) |  | (Fill in only for the REPORT at the end of the year.) |
| **Administrative Objective #3** *(State a 1-2 year objective intended to improve a unit process, service, or output.)* |  | **Means/Evidence of Assessment for Objective** |
| *Objective*:The Dean of Students Office will review and make appropriate revisions to Part III of the Student Handbook. This objective will take 2 years to complete.*Rationale (Why you are setting this objective? Mark with “X”)*:X Effectiveness/quality action Efficiency/cost action  Compliance issue Satisfaction measure Create baseline  Other (explain): *Does this objective relate to a Road Map goal? (Refer to last page for the Road Map goals). If yes, type the related Road Map codes here*:  |  | Describe timetable plans to achieve objective.1. A comparison of university policies within the Student Handbooks of other Michigan universities and our comparison schools will be completed by August 27, 2012.
2. A review committee, including faculty, staff and students, will be formed by June 1, 2013 and meet on a regular basis to draft recommended changes.
3. The committee’s recommended changes will be submitted to the Associate Provost for Student Services and Enrollment by August 26, 2013.
4. Recommended changes will be submitted to President’s Council by December 20, 2013 and, if necessary, to the Board of Trustees for final approval.

*Beyond completing the above steps, how will you judge whether the objective was a success*?1  |
| **Summary of Data Collected (**Summarize the evidence) |  | **Use of Results to Improve Unit Services** |
| (Fill in only for the REPORT at the end of the year.) |  | (Fill in only for the REPORT at the end of the year.) |

 Many service units already use an evaluative measure and this approach is now more common in assessment theory– not everything we try works out the way as hoped and creating a target and/or success/bail out threshold is appropriate. In cases where this is a new approach for a unit, in the 2011-12 Plan consider how you *might* measure the added value of an objective; however, it is not yet a requirement. The OA committee will provide suggestions in its feedback for this year. During the year, dialogues, additional resources, one-on-one meetings and/or seminars will be held to evolve our OA process.

**Road Map Codes to Tie to Unit Objectives**

Some unit objectives may address specific operational issues. Other unit objectives are strategic initiatives that align with goals in the University strategic plan - Road Map to 2015. These latter unit objectives are potential AQIP Action Projects – giving a little more recognition to unit efforts. Listed below are Road Map categories and goals, preceded with a code. Use these codes when describing Objectives #2 and #3. (Note: Even if your objective is not an exactly itemized as a Road Map priority, still use the code if it applies to that goal.) The full Road Map is at [www.nmu.edu/roadmap2015](http://www.nmu.edu/roadmap2015).

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| ***Road Map to 2015 Goals*** |
| ***Code*** | ***Innovation Goals*** |
| **I-1** | Balance successful programs with new offerings |
| **I-2** | Professional development program that rewards innovation and collaboration |
| **I-3** | A growing portfolio of corporate collaborations that exploit NMU’s technical expertise, enhance academic programs and facilitate global engagement for students and faculty both on campus and abroad |
| **I-4** | Develop the financial resources to support innovation and student success |
|  | ***Meaningful Lives Goals*** |
| **ML-1** | A Liberal Studies Program that provides students with the abilities and knowledge necessary for lifelong learning and effective citizenship in a challenging and rapidly changing world |
| **ML-2** | Develop a new academic advising system that integrates the advising assets of academic departments and student services to contribute to a new, effective retention management network—similar to our enrollment management network |
| **ML-3** | Integrate the highest possible level of information technology skills and competencies throughout the university |
|  | ***Campus Attributes Goals*** |
| **CA-1** | Utilize the Campus Master Plan and related initiatives to continue to build and develop a greener and more learner-centered campus |
| **CA-2** | Enhance processes throughout campus operations to guide the use of resources and inform resource allocation |
| **CA-3** | Enhance the portfolio of academic programs, research and other activities that leverage the university’s location  |
| **CA-4** | Be a model community for sustainable education and practices |
|  | ***Community Engagement Goals*** |
| **CE-1** | Include all units of the campus in the process of community engagement for the mutually beneficial exchange of knowledge and resources in a context of partnership and reciprocity.  |
| **CE-2** | Increase faculty, staff and student involvement in the Superior Edge program, academic service learning and other community engagement and leadership development initiatives.  |
| **CE-3** | Put into action a commitment to be an inclusive community where differences are recognized as assets of the institution, respected attributes of the person and a valuable part of the university experience |
| **CE-4** | Increase collaboration with local communities, schools, governments, development groups and other partners to enhance community and economic development in the Upper Peninsula.  |

1. [↑](#endnote-ref-1)