

Arkansas State University-Newport
Division of Student Affairs:
Co-Curricular Assessment Report
2020-2021

|| Prepared June 2021

DRAFT

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Integrated Assessment: Overview

The process for Departmental Outcomes Effectiveness/Student Learning Outcomes Assessment in non-academic areas is ongoing and instituted to measure and improve departmental quality and opportunity for and assessment of student learning and the improvement of services. It involves identifying expectations; setting measurable standards for those expectations; and gathering, analyzing, and interpreting evidence to determine institutional effectiveness. When effectiveness is below expectations or when increased performance is desired, interventions are identified and executed. Following execution, evidence is again gathered, analyzed, and interpreted to determine the effectiveness of the intervention. This is a cyclical process that provides for continuous improvement.

In anticipation of the budgeting process following mid-year reviews, summative assessment and effectiveness processes should occur during November and December of each calendar year to allow for planning in December and January. To document the effectiveness/assessment process, departmental leadership inputs summative measures, conclusions, and future plans for each outcome in the departmental Effectiveness Portfolio. At this time, departments should also review their outcomes and add, delete, or adjust outcomes as needed.

Integrated Assessment: Non-Academic Program Review Process

Non-Academic Educational Support Units (ESU) at ASU-Newport are assessed to encourage and ensure continuous improvement. Each ESU will complete a program review on a rotating basis every three years. Activities completed and data collected between program reviews will be submitted and maintained in a repository. This data will then be used to complete the program review during the ESU's scheduled cycle. This review process is an integral piece of the ASU-Newport Integrated Assessment Plan.

Integrated Assessment: Professional Development

The Student Affairs Assessment Group has a Massive Online Course (MOOC) available this semester (The course runs from February 24-April 19, 2020). It is an online course that you can work at your own pace.

Below is a link to the course.

<https://www.canvas.net/browse/national-louis-university/courses/apply-and-lead-assessment>

Expectation: All members of the Student Affairs Leadership Team and Other Key Leaders in Educational Support Areas will complete the course. (Successful completion of the course is 75% or better on the quizzes for the Eight Modules to earn the credential)

Results: As of June 2021, 88% of the Student Affairs Leadership Team completed the MOOC.

Integrated Assessment: 2020-2021 Summary

Co-Curricular assessment at ASUN has made significant strides during the 2019-2020 and 2020-2021 academic years. Below are some of the noteworthy accomplishments, lessons learned, and improvements implemented.

Accomplishments

- In the process of wrapping up non-academic program reviews for Year 2 of the three-year cycle.
- 88% percent of the Student Affairs Leadership Team (plus the Executive Assistant to the Chancellor-not included in the percentage) completed a Co-Curricular assessment course in Spring 2020
- ??? percent of the Student Affairs Leadership Team had completed the Co-Curricular assessment course by June of 2021.
- Each of the ESUs for this cycle completed and submitted their non-academic assessment plan.

Lessons Learned

- Due to ease of implementation, email was used often in student survey administration. Based on comparison of response rates of paper surveys versus online surveys, it can be assumed that paper surveys could promote higher response rate.
- Presenting student support workshops to classes instead of holding open events is more impactful in reaching ASUN students.
- With reorganization in some areas, it was necessary to adjust the schedules for some ESU plans.

Improvements

- ASUN will utilize the Ready Education mobile app to collect participant feedback via the ASUN mobile app. The mobile app will allow the ASUN team to get basic customer service feedback immediately following an event or within one hour.
- Weekly meetings have been scheduled to help ESU leads in the development of assessment plans.

Integrated Assessment: Linkage to the Strategic Plan

The continued assessment of Non-Academic Educational Support Units at ASUN directly relates to the strategic priorities and goals listed in the [2019-2022 ASUN Strategic Plan](#).

Strategic Priority #1 – Student Success

Goal Statement: Arkansas State University-Newport will aggressively demonstrate a strong commitment to student success in all areas of the organization providing a premiere holistic student experience.

1. Goal: Develop and implement activities designed to eliminate achievement gaps and improve student success by strategically eliminating barriers and providing the necessary resources to support all student populations.

Strategic Priority #2 – Institutional Excellence

Goal Statement: We will ensure a sustainable organization with a highly skilled and diverse workforce which fosters an employee centric culture of inclusion, continuous improvement and financial stability.

1. Goal: Ensure continuous improvement in all institutional operations, guided by rigorous assessment and strengthened by accountability.

Integrated Assessment: Educational Support Units

Admissions and College Engagement

[Non-Academic Program Review](#)

Mission

The Office of Admissions & College Engagement supports the overall mission of Arkansas State University-Newport by serving prospective, new, transfer, and returning students who are pursuing an undergraduate education. Our staff provides exemplary academic support to ASUN's diverse learning community in a consistent, efficient, courteous, and ethical manner.

Vision

The Office of Admissions & College Engagement holistically serves each ASUN student. Each encounter (phone call, email, virtual, or face to face) leaves the student prepared to act in his or her academic, personal, and financial best interest.

2019-2020 Key Highlights from Activities (Appendix B: ASU-Newport Co-Curricular At-A-Glance Assessment Reports)

Career Pathways

[Non-Academic Program Review](#)

Mission

The mission of the Office of the Career Pathways Office is to fund and support eligible parents in completing an educational degree and enter a high wage, high demand career.

Vision

The vision of the Office of Career Pathways is to create a space where eligible students can gain the knowledge and skills to be gainfully employed ultimately reducing the need for public assistance.

2019-2020 Key Highlights from Activities (Appendix B: ASU-Newport Co-Curricular At-A-Glance Assessment Reports)

Leadership and Registered Student Organizations

[Non-Academic Program Review](#)

Mission

Leadership & Registered Student Organizations offer unique student engagement opportunities to enhance students' leadership skills, build relationships with peers, and engage networking experiences with local business and community leaders.

Vision

Leadership & Registered Student Organizations open the door to personal growth and achievement during their time at ASUN. Whether students plan to join the workforce or transfer to a four-year university, Leadership & Registered Student Organizations provides benefits to help students on their own personal success journey.

2019-2020 Key Highlights from Activities (Appendix B: ASU-Newport Co-Curricular At-A-Glance Assessment Reports)

Registrar

[Non-Academic Program Review](#)

Mission

The mission of the Office of the Registrar is to maintain the highest level of integrity to the administration and evaluation of official documents, academic records and credentials at ASU-Newport.

Vision

The vision of the Office of the Registrar is to be a beacon of effectual communication between all divisions and students, and to be exemplary in the transparency, and efficiency of the office.

2019-2020 Key Highlights from Activities (Appendix B: ASU-Newport Co-Curricular At-A-Glance Assessment Reports)

Veteran Affairs

Non-Academic Program Review (VA is included in the Office of the Registrar's Non-Academic Program Review)

2019-2020 Key Highlights from Activities: (Not Available-Will be present in the 2020-2021 CC Assessment Report)

Academic Advising (Navigator Model)

[Non-Academic Program Review](#)

Mission

Academic advising at ASU-Newport seeks to build relationships that support and empower students to reach their academic and professional goals.

Vision

ASU-Newport academic advising is a shared responsibility between advisors and students to exchange information that promotes excellence and inspires lifelong learning.

2020-2021 Key Highlights from Activities: (Appendix B: ASU-Newport Co-Curricular At-A-Glance Assessment Reports)

Counseling Services

[Non-Academic Program Review](#)

Mission

In conjunction with the overall mission of Arkansas State University-Newport (ASUN), the Counseling Center mission is to provide high quality mental health services that foster academic and personal development of ASUN student body.

Vision

Our vision is that ASUN Counseling Center is committed to providing quality services to all students for positive behavior and life style changes that advance the personal and academic well-being of ASUN students, faculty and staff.

2020-2021 Key Highlights from Activities: (Appendix B: ASU-Newport Co-Curricular At-A-Glance Assessment Reports)

Financial Aid

[Non-Academic Program Review](#)

Mission

The Arkansas State University-Newport Financial Aid Office is committed to supporting the goals of the University by providing prospective and enrolled students with financial aid and advising services to encourage student retention and degree completion.

Vision

The Arkansas State University-Newport Financial Aid Office strives to be a leader by providing fast, friendly, and a stress-free financial aid experience. We seek to eliminate financial and other barriers that would hinder student enrollment, retention, and degree completion by providing excellent customer service.

2020-2021 Key Highlights from Activities: (Appendix B: ASU-Newport Co-Curricular At-A-Glance Assessment Reports)

Recruitment

[Non-Academic Program Review](#)

Mission

The ASUN Office of Recruitment removes perceived barriers that stand between traditional and non-traditional students and their post-secondary education, informing them of opportunities that exist at ASUN using an honest, individualized, and ethical approach.

Vision

The ASUN Office of Recruitment strives to engage the unengaged!

2020-2021 Key Highlights from Activities: (Appendix B: ASU-Newport Co-Curricular At-A-Glance Assessment Reports)

Student Activities

[Non-Academic Program Review](#)

Mission

Student Activities offers unique student engagement opportunities to allow students to feel connected on campus.

Vision

The vision for Student Activities is to provide students the opportunity to interact with the campus community and become aware of resources for their success.

2020-2021 Key Highlights from Activities (Appendix B: ASU-Newport Co-Curricular At-A-Glance Assessment Reports)

CARE Team

[Non-Academic Program Review](#) (Scheduled to be completed 2020-2021 or later when data can be gathered)

Mission

The ASU-Newport Campus Assessment, Response, and Evaluation (CARE) Team is a multi-disciplinary group that serves in proactive and collaborative approaches to identify and assess students who are potentially distressed or may exhibit concerning behaviors. By partnering with the campus community, the CARE team strives to promote individual wellbeing and success that ensures that faculty and students have the best support possible.

Vision

2019-2020 Key Highlights from Activities: (with reorganization and staff turnover, this will become available once data can be gathered)

Campus Police

[Non-Academic Program Review](#) (Scheduled to be completed in 2021-2022.)

Mission

Scheduled to be developed in Year 3 of the Non-Academic Program Review cycle (2021-2022).

Vision

Scheduled to be developed in Year 3 of the Non-Academic Program Review cycle (2021-2022).

2019-2020 Key Highlights from Activities (Appendix B: ASU-Newport Co-Curricular At-A-Glance Assessment Reports)

Center for Educational Access

[Non-Academic Program Review](#) (Scheduled to be completed in 2021-2022.)

Mission

Vision

2019-2020 Key Highlights from Activities (Appendix B: ASU-Newport Co-Curricular At-A-Glance Assessment Reports)

[New Student Orientation](#)

Non-Academic Program Review (Scheduled to be completed in 2021-2022.)

Mission

Scheduled to be developed in Year 3 of the Non-Academic Program Review cycle (2021-2022).

Vision

Scheduled to be developed in Year 3 of the Non-Academic Program Review cycle (2021-2022).

2019-2020 Key Highlights from Activities (Appendix B: ASU-Newport Co-Curricular At-A-Glance Assessment Reports)

[Student Conduct](#) (Scheduled to be completed in 2021-2022.)

[Non-Academic Program Review](#)

Mission

Student Conduct is committed to promoting a safe and secure campus community of civility, ethical behavior, morality, and respect as well as to provide fairness in the student discipline process where student can learn, grow, and develop as they pursue their academic endeavors at ASUN.

Vision

Promote personal responsibility and peer accountability to students. Empower students to address any conflict that may arise in a safe, respectful, and socially conscious manner.

[Testing Services](#)

Non-Academic Program Review (Scheduled to be completed in 2021-2022.)

Mission

Scheduled to be developed in Year 3 of the Non-Academic Program Review cycle (2021-2022).

Vision

Scheduled to be developed in Year 3 of the Non-Academic Program Review cycle (2021-2022).

2019-2020 Key Highlights from Activities: (Not Available-Will be present in the 2020-2021 CC Assessment Report)

[Office of the Vice Chancellor for Student Affairs](#)

Non-Academic Program Review (Scheduled to be completed in 2021-2022.)

Mission

Vision

2019-2020 Key Highlights from Activities: (Not Available-Will be present in the 2020-2021 CC Assessment Report)

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Appendix A: Activity Summary Sheets

Admissions and College Engagement

Division/Department	Admissions & College Engagement		
Activity	ASUN Student Ambassador Training		
Date	August , 2019		
Campus	Newport		
Description	Ambassadors are required to attend a training day before the fall term begins. The agenda includes 'ice breakers,' recruitment/talking points, introduction to programs of study, institutional learning outcomes, vision mission, values, and an introduction to The Oz Principle (soon to become ACE).		
Student Learning Outcome/Improvement of Service	Ambassadors should be able to articulate ASU's vision, mission, values, and institutional learning outcomes using their own words, and should be able to select them from a multiple choice test question.		
Strategic Priority	SP1: Student Success, SP2: Institutional Excellence; SP3: Community Engagement		
Resources Needed	Meeting Room, Folders, Paper		
Expected Results	Ambassadors should be able to select ASUN's vision, mission, and values from multiple choice test questions after their training session.		
Actual Results	Ambassadors were able to select ASUN's vision, mission, and values from multiple choice test questions after their training session.		
Measure	Type	Results	Notes
Direct	Pre – Post Test	See page 16	
Feedback: In general the campus community is pleased with the performance of ASUN Student Ambassadors.			
Change/Improvements Made Based on Feedback: Continue to improve the ASUN Student Ambassador program and the Ambassador experience. Add a school or community service component to the ambassador program.			

Admissions and College Engagement

Division/Department	Admissions & College Engagement
Activity	Evaluate and restructure ASUN's Process for Admitting Individuals with Felony Convictions
Date	August 2019-March 2020
Campus	Newport
Description	<p>ASUN has entered a national conversation about serving underserved individuals and populations. More specifically ASUN desires to expand opportunity for current and formerly incarcerated individuals and contribute a reduction in the residual personal costs for individuals who have been involved in the justice system.</p> <p>During the summer of 2019, several administrators began to hear concerns about the barriers ASUN's felony application process created for prospective students. At this time, ASUN also began to examine the Admissions Review Committee composition; our opportunity to improve the function of awarding Second Chance Pell; and our Prison Education programs at Grimes and McPherson, adding a summer course option in Summer 2019 and an on campus welding program for McPherson residents during Spring 2020.</p> <p>The Admissions Review Committee met to review the current practice, and determined that it could maintain a safe academic community while removing some of the barriers to this population's enrollment. The committee agreed to reduce the requirements of felony applicants to a letter explaining charges and an Arkansas State Police criminal history check. The new requirements were presented to the ASUN Dean's Council for approval and have been submitted to ASUN's Executive Cabinet for approval.</p>
Student Learning Outcome/Improvement of Service	<p>Improvement of Service: reducing requirements for completing application process!</p> <p>ITEMS REQUIRED BEFORE March 2020:</p> <ul style="list-style-type: none"> ○ A formal letter from you explaining your charges, why you received them, and include your future educational and career goals. ○ Copies of all court records including indictments, pleas, sentences, etc. ○ A Police Report for EACH conviction ○ A letter of recommendation from your Probation/Parole officer –if applicable ○ A criminal history check. Contact the Arkansas State Police (or the state police where the felony took place): ○ Optional Item: Personal letters of recommendation <p>ITEMS REQUIRED AS OF MARCH 2020:</p> <p>ALL of the following REQUIRED items must be submitted as a packet for review within 4 months of your application:</p> <ul style="list-style-type: none"> ○ A formal letter from you explaining your charges, why you received them, and include your future educational and career goals. ○ A criminal history check. Contact the Arkansas State Police (or the state police where the felony took place): ○ Optional Item: Personal letters of recommendation
Strategic Priority	Strategic Priority 1: Student Success; Goal 2
Resources Needed	Time on task

Expected Results	ASUN's Admissions Review Committee will address concerns from prospective students and campus administrators, evaluate the standard process, and update it. The updated process should remove enrollment barriers and improve efficiencies.		
Actual Results	Evaluated and improved process; reduced paperwork/document submission requirements for prospective students; removed barriers; improved communication; improved internal program controls; contributed to the institution's strategic plan!		
Measure	Type	Results	Notes
Indirect	Observation	See page 17	Concerns about the process were presented to me
Feedback: Dean's Council approved new process!			
Change/Improvements Made Based on Feedback: Evaluated and improved process; reduced paperwork/document submission requirements for prospective students; removed barriers; improved communication; improved internal program controls; contributed to the institution's strategic plan!			

Outcome 1: Student Ambassador Tests

2017 Pre & Post Test

Ambassador	PRE	POST	Change
[REDACTED]	46	100	54
[REDACTED]	40	86	46
[REDACTED]	73	100	54
[REDACTED]	46	86	40
[REDACTED]	73	100	27
			221
Average	55.6	94.4	>44.2

2018 Pre & Post Test

Ambassador	PRE	POST	Change
[REDACTED]	40	80	40
[REDACTED]	60	80	20
[REDACTED]	53	80	27
[REDACTED]	60	80	20
[REDACTED]	46	80	34
[REDACTED]	53	73	20
			161
Average	52	78.8	>26.8

2019 Pre & Post Test

Ambassador	PRE	POST	Change
[REDACTED]	46	86	40
[REDACTED]	26	66	40
[REDACTED]	46	66	20
[REDACTED]	60	80	20
[REDACTED]	40	73	33
[REDACTED]	40	80	40
			193
Average	43	75.1	>32

Outcome 2: Restructure Felony Application Process

Link to Felony Admission Process 2016

https://asun-my.sharepoint.com/:w:/g/personal/candace_gross_asun_edu/EfZ2ywoLTERKtXOPHVDTTnYBwcty sGGRlWzEb5vz_Niz_w?e=YRgLNA

Link to Felony Letter 2016

https://asun-my.sharepoint.com/:w:/g/personal/candace_gross_asun_edu/ETQcN5YzE_plsW1apkfQI8sBelxmFPw8z1jyEKmws7jfxQ?e=Yq8cJF

Link to Felony Admission Process 2019

https://asun-my.sharepoint.com/:w:/g/personal/candace_gross_asun_edu/EdqB36zRXj9OjTC8QzNdZIABRvkKo0zz02UEm-OLOqlxg?e=lpX5IF

Link to Felony Letter 2020

https://asun-my.sharepoint.com/:w:/g/personal/candace_gross_asun_edu/EZOSVRQbWcVIsPNbFjLh4XABVTe fznYPfcKkOdXYYvpwrw?e=pgGlt7



Beyond the Box.pdf

Career Pathways

Division/Department	Student Affairs: Career Pathways		
Activity	Interview Participation Activity		
Date	Spring, 2019		
Campus	Newport		
Description	Career Pathways students will be exposed to interview training measured using the Career Pathways Employability Certificate.		
Student Learning Outcome/Improvement of Service	Career Pathway students will be exposed to and gain experience participating in the interview process.		
Strategic Priority	Student Success		
Resources Needed	No additional resources are needed.		
Expected Results	At least 80% of Career Pathways students will complete the Career Pathways Employability Certificate.		
Actual Results	76% of students in Career Pathways students participated in and completed the Career Pathway Employability Certificate.		
Measure	Type	Results	Notes
Proxy	Career Pathways Employability Certificate	76% of Career Pathways students participated in and completed the Career Pathways Employability Certificate	
Indirect or Direct	Direct	Career Pathways Employability Certificate	
Feedback: The decision was made to recruit more career cluster students to increase job placement percentage results.			
Change/Improvements Made Based on Feedback: Offering Employability Certificates provided students access to material that helped prepare a marketable resume, properly fill out a job application, and interview savvy through conducting a mocked interview.			

Career Pathways

Division/Department	Student Affairs: Career Pathways		
Activity	ADHE Career Services Report – Job Placement		
Date	Spring, 2019		
Campus	Newport		
Description	Career Pathway students will secure high demand, high wage employment.		
Student Learning Outcome/Improvement of Service	Career Pathway students will secure high demand, high wage employment measured using the ADHE Career Services Report.		
Strategic Priority	Student Success		
Resources Needed	No additional resources needed		
Expected Results	At least 75% of Career Pathways students will secure high demand, high wage employment.		
Actual Results	76% of students in the Career Pathways students secured high demand, high wage employment as measured by the ADHE Career Services Report.		
Measure	Type	Results	Notes
Proxy	ADHE Career Services Report	76% of Career Pathways students secured high demand, high wage employment	
Indirect or Direct	Direct	ADHE Career Services Report Link	
<p>Feedback:</p> <p>The decision was made to recruit more career cluster students in an effort to increase job placement percentage results.</p> <p>Change/Improvements Made Based on Feedback: Doing more recruitment of career cluster students, will allow increase in job placement percentage because this sector's employment opportunities fall within the high demand, high wage spectrum.</p>			

Career Pathways

Division/Department	Student Affairs: Career Pathways		
Activity	Learning Styles Inventory		
Date	Spring, 2019		
Campus	Newport		
Description	Students completed a Learning Styles Inventory that provided an understanding of their unique learning style.		
Student Learning Outcome/Improvement of Service	Students will understand their unique learning style as measured by completion of the Career Pathways Learning Styles Assessment activity.		
Strategic Priority	Student Success		
Resources Needed	Access to Career Explorer via www.careerexplorer.com		
Expected Results	At least 75% of Career Pathways students will understand their individual learning style as measured by the percentage of students who complete the Learning Styles Assessment Activity.		
Actual Results	78% of students in the Career Pathways program completed the Learning Styles Inventory Styles Assessment activity.		
Measure	Type	Results	Notes
Proxy	Inventory Assessment	78% of Career Pathways students completed the Learning Styles Assessment activity.	
Indirect or Direct	Direct	<u>LINK TO DATA FILE OR REPORT</u>	
<p>Feedback:</p> <p>The decision was made to change the current employability curriculum to a more comprehensive model in an attempt to increase the Learning Styles Inventory percentage of completion.</p> <p>Change/Improvements Made Based on Feedback: The movement to a Learning Styles Inventory provided students a better understanding of their learning style and presented employment areas related to their learning style.</p>			

Leadership and Student Organizations

Division/Department	Student Affairs: Student Development		
Activity	The Leadership Challenge lecture to Ms. Skipper's College and Life Skills class.		
Date	2/5/2020		
Campus	Jonesboro		
Description	Leadership practices presentation in classrooms throughout the semester. Students learn about leadership practices and leadership opportunities on and off campus.		
Student Learning Outcome/Improvement of Service	Students learn leadership practices from The Leadership Challenge framework. The five exemplary leadership practices of Model the Way, Inspire a Shared Vision, Challenge the Process, Enable Other to Act, and Encourage the Heart.		
Strategic Priority	Student Success		
Resources Needed	Classroom AV equipment		
Expected Results	Students will learn leadership practices to use in their future classes and careers.		
Actual Results	Students strongly agreed or agreed that the information was useful and impactful to them as a student. Two-thirds of the students were interested in additional leadership opportunities.		
Measure	Type	Results	Notes
Proxy	Participation in the Survey	Response/rate 3 of 11 students	Survey sent to all students in CLS class
Indirect or Direct	Survey: The Leadership Challenge Survey (Microsoft forms survey)	TLC- Skipper Survey Results (LINK TO DATA FILE)	Survey: The Leadership Challenge
Feedback:			
Opportunities for Improvement: Possibly taking paper survey to get a better response rate.			
Change/Improvements Made Based on Feedback:			
Provide paper surveys			

Leadership and Student Organizations

Division/Department	Student Affairs: Student Development – Leadership & RSO		
Activity	The Leadership Challenge lecture to Ms. Hutton's College & Like Skills class.		
Date	2/4/2019		
Campus	Jonesboro		
Description	Leadership practices presentation in classrooms throughout the semester. Students learn about leadership practices and leadership opportunities on and off campus.		
Student Learning Outcome/Improvement of Service	Students learn leadership practices from The Leadership Challenge framework. The five exemplary leadership practices of Model the Way, Inspire a Shared Vision, Challenge the Process, Enable Other to Act, and Encourage the Heart.		
Strategic Priority	Student Success		
Resources Needed	Classroom AV equipment		
Expected Results	Students will learn leadership practices to use in their future classes and careers.		
Actual Results	45% strongly agreed the presentation was useful 55% strongly agreed the presentation impacted their learning as a student		
Measure	Type	Results	Notes
Proxy	Participation in the Survey	Response/rate 11 responses	Survey sent to all students in CLS class
Indirect or Direct	Survey: The Leadership Challenge Survey (Microsoft forms survey)	TLC – Hutton Survey Results (LINK TO DATA FILE)	Survey: The Leadership Challenge
Feedback:			
Opportunities for Improvement: Paper survey was used and put in forms by VM			
Change/Improvements Made Based on Feedback:			
Provide paper surveys			

Student Development

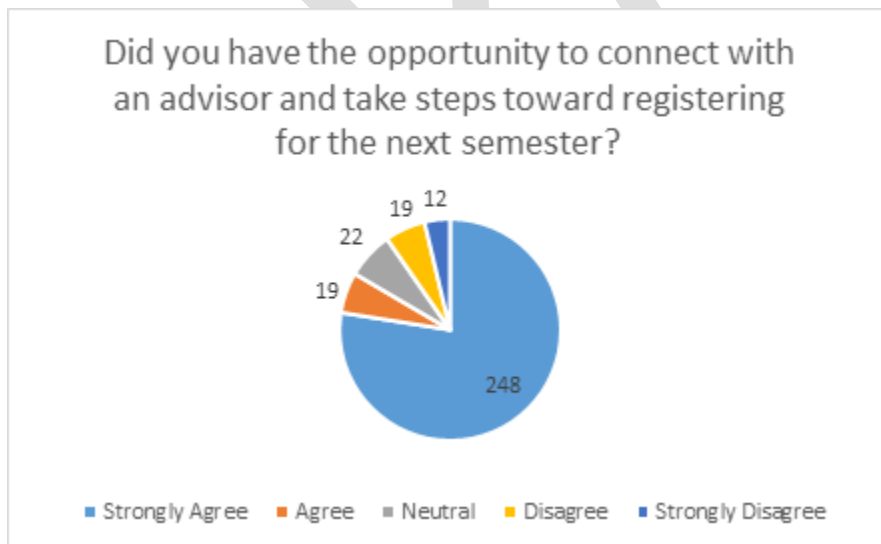
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Date	2/4/2019		
Campus	Jonesboro		
Description	Leadership practices presentation in classrooms throughout the semester. Students learn about leadership practices and leadership opportunities on and off campus.		
Student Learning Outcome/Improvement of Service	Students learn leadership practices from The Leadership Challenge framework. The five exemplary leadership practices of Model the Way, Inspire a Shared Vision, Challenge the Process, Enable Other to Act, and Encourage the Heart.		
Expected Results	Students will learn leadership practices to use in their future classes and careers.		
Actual Results	45% strongly agreed the presentation was useful 55% strongly agreed the presentation impacted their learning as a student		
Measure	Type	Results	Notes
Proxy	Participation in the Survey	Response/rate 11 responses	Survey sent to all students in CLS class
Indirect or Direct	Survey: The Leadership Challenge Survey (Microsoft forms survey)	TLC – Hutton Survey Results (LINK TO DATA FILE)	Survey: The Leadership Challenge
Positive Feedback: Opportunities for Improvement: Paper survey was used and put in forms by VM			

Student Development

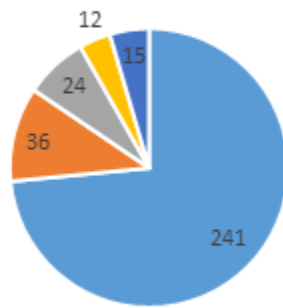
Division/Department	Student Affairs: Student Development		
Activity	The Leadership Challenge lecture to Ms. Skipper's College and Life Skills class.		
Date	2/5/2020		
Campus	Jonesboro		
Description	Leadership practices presentation in classrooms throughout the semester. Students learn about leadership practices and leadership opportunities on and off campus.		
Student Learning Outcome/Improvement of Service	Students learn leadership practices from The Leadership Challenge framework. The five exemplary leadership practices of Model the Way, Inspire a Shared Vision, Challenge the Process, Enable Other to Act, and Encourage the Heart.		
Expected Results	Students will learn leadership practices to use in their future classes and careers.		
Actual Results	Students strongly agreed or agreed that the information was useful and impactful to them as a student. Two-thirds of the students were interested in additional leadership opportunities.		
Measure	Type	Results	Notes
Proxy	Participation in the Survey	Response/rate 3 of 11 students	Survey sent to all students in CLS class
Indirect or Direct	Survey: The Leadership Challenge Survey (Microsoft forms survey)	TLC- Skipper Survey Results (LINK TO DATA FILE)	Survey: The Leadership Challenge
Positive Feedback: Opportunities for Improvement: Possibly taking paper survey to get a better response rate.			

Student Development

Division/Department	Student Affairs: Student Development		
Presenter	Veronica Manning		
Activity/Event	Fall Festival 2019		
Date	November 12-14, 2019		
Campus	Newport, Marked Tree, Jonesboro		
Description	The Fall Festival event provided free lunch, Aviator beanie, and Aviator gloves to each student. The event was paired with Registration Stations to encourage students to register for the Spring semester.		
Student Learning Outcome	Participants will rate their exposure to meeting with advisor to register for next semester courses. Participants will also have the opportunity to connect with their ASUN peers, faculty, and staff.		
ILO	Responsibility		
Expected Results	75% of participants will be strongly/agree they connected with their advisor and took steps to register for next semester.		
Actual Results	83% of participants strongly/agree they connected with their advisor and took steps to register for next semester.		
Measure	Type	Results	Notes
Proxy			
Indirect	Survey	328 results	



Did this activity allow you to connect with your peers at ASU-newport?



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

DRAFT

Registrar

Division/Department	Student Affairs: Registrar and Student Success		
Activity	Commencement Experience Survey		
Date	December 16, 2019		
Campus	All ASUN Campuses		
Description	ASU-Newport graduates will provide their feedback on their experience at the commencement ceremony.		
Student Learning Outcome/Improvement of Service	Participants will provide feedback on their experience at the ASU-Newport Commencement Ceremony.		
Strategic Priority	Community Engagement		
Resources Needed	Forms Builder, Email		
Expected Results	85.00% of participants will have had a good or excellent experience at the ASU-Newport Commencement Ceremony.		
Actual Results	94 % of participants indicated they had a good or excellent experience at the ASU-Newport Commencement Ceremony.		
Measure	Type	Results	Notes
Proxy	Participation in the Survey	22 responses	Survey sent to all graduates.
Indirect or Direct	Survey: Event Satisfaction Survey	LINK TO DATA FILE OR REPORT	Survey: Exit Survey
Feedback: Great Ceremony! Short and Smooth! Interaction with faculty and staff!/ Taking the photos off stage Opportunities for Improvement: Too much talking/ Crowded in the lobby/Couldn't see the photos			
Change/Improvements Made Based on Feedback: The decision was made based on this assessment that we will postpone when the students complete the survey so that they can evaluate the entire experience.			

Registrar

Division/Department	Student Affairs: Registrar and Student Success		
Activity	Graduate: Exit Survey		
Date	December 2019		
Campus	All ASUN Campuses		
Description	ASU-Newport graduates will provide their feedback on their experience during their time at ASU-Newport		
Student Learning Outcome/Improvement of Service	Graduates will provide feedback on their experience at ASU-Newport.		
Strategic Priority	Institutional Excellence		
Resources Needed	Forms Builder, Email		
Expected Results	85.00% of graduates will agree or strongly agree their academic program at ASU-Newport prepared them to transfer or go to work.		
Actual Results	100.00% of graduates will agree or strongly agree their academic program at ASU-Newport prepared them to transfer or go to work.		
Measure	Type	Results	Notes
Proxy	Participation in the Survey	687responses (22% response rate)	Survey sent to 300 graduates
Indirect or Direct	Survey: Exit Survey	LINK TO DATA FILE	Survey: Exit Survey
Feedback: All respondents either agreed or strongly agreed their academic program prepared them.			
Change/Improvements Made Based on Feedback: The decision was made that information will be shared with Academic Affairs as well as the campus community showing that all students believed their program at ASU-Newport prepared them for their next step.			

Registrar

Division/Department	Student Affairs: Registrar and Student Success		
Activity	Degrees will be conferred in a timely manner after the submission of all grades by faculty each semester.		
Date	January, June, August		
Campus	All ASUN Campuses		
Description	A spreadsheet showing when grades submission was completed, the total number of degrees to confer, the number conferred by the due date, and the percentage of conferral will be created.		
Student Learning Outcome/Improvement of Service	Facilitate institutional excellence by ensuring that degrees are conferred in a timely manner for all students.		
Strategic Priority	Institutional Excellence		
Resources Needed	CNS, Excel		
Expected Results	At least 90% of students with grades entered by the due date for grade entry will have degrees conferred within two weeks of the grade entry date.		
Actual Results	100.00% of students with grades entered by the due date for grade entry had their degrees conferred within two weeks of the grade entry date.		
Measure	Type	Results	Notes
Proxy	Completion of results spreadsheet	100% of degrees conferred	472 degrees conferred
Indirect or Direct	Direct Measure	LINK SPREADSHEET	
Feedback: All students with grades entered by the due date had degrees conferred.			
Change/Improvements Made Based on Feedback: The decision was made to continue tracking the conferral process and add the diploma mail-out date to the spreadsheet.			

Academic Advising

Division/Department	Student Affairs (Academic Affairs): Academic Advising		
Activity	Advising Satisfaction Survey		
Date	December, 2020		
Campus	All campuses		
Description	The Advising Satisfaction Survey is used to communicate with students and allow them to provide feedback, communication with ASU-Newport. This survey measures student satisfaction with the advising process.		
Student Learning Outcome/Improvement of Service	Improvement of Service: Measure of communications between students and student satisfaction with advising process.		
Strategic Priority	Student Success		
Link to ILO	Communication-Written (ILO 1A)		
Resources Needed	Forms Builder, Email, Staff Effort/Time		
Expected Results	We will communicate with all fall 2020 students. It is expected that at least 15 students would respond to the survey with at least half of those students stating that they were satisfied with advising services.		
Actual Results	All fall 2020 students were sent the satisfaction survey. Eighteen students responded to the survey. Of those, 16 of 18 students (89%) indicated they were satisfied with advising services (Strongly agreed or agreed).		
Measure	Type	Results	Notes
Direct	Survey	18 students responded with 89% indicating they were satisfied with advising services.	
		Link to Survey	Survey Data (see below)
Feedback: Although there were few respondents, the results was more positive than expected. Most students indicated they were satisfied with advising services.			
Change/Improvements Made Based on Feedback: The decision was made to focus on increasing the response rate. Specifically, it is planned to send the survey earlier and to send it sooner during the semester.			

Academic Advising

Division/Department	Student Affairs (Academic Affairs): Academic Advising		
Activity	Advising/Scheduling Training		
Date	April, 2021		
Campus	All Campuses		
Description	Improvement of Service: This activity will provide training regarding advising and scheduling to ASU-Newport advisors and will be measured with agenda, attendance sheet, and notes.		
Student Learning Outcome/Improvement of Service	Improvement of Service: Measure of training for ASU-Newport advisors regarding advising and scheduling.		
Strategic Priority	Intuitional Excellence		
Link to ILO	Improvement of Service		
Resources Needed	Staff time/effort as well as the organization and facilitation of the training		
Expected Results	It was expected that advisors and navigators would become familiarized with the summer and fall schedules for each campus. General Education faculty and all Navigators were required to attend.		
Actual Results	Advising Training was held 4/6/2021 and 4/8/2021. Thirty-four faculty and staff attended advising Training. This will be a baseline for future measurement of Advising Training.		
Measure	Type	Results	Notes
Direct	Training documents and attendance sheet	34 faculty and staff attended the trainings which occurred on 4/6/2021 and 4/8/2021.	While this is a measure of attendance, it may be beneficial to look at a survey measurement in the future.
	Attendance Documentation	Attendance Documentation in Data Section (see below)	
Feedback: This activity yielded training and a number of participants in that training. However, the possibility of using a survey for this training in the future is being explored.			
Change/Improvements Made Based on Feedback: We will be more systematic in documenting the training data in a database. We will also look to expand to faculty in Applied Sciences and Nursing, Allied Health.			

Academic Advising

Division/Department	Student Affairs (Academic Affairs): Academic Advising		
Activity	Improvement of Service: Creating a baseline to measure student persistence from semester to semester		
Date	Ongoing		
Campus	All Campuses		
Description	Improvement of Service: This activity will be used to set a baseline of retention of students from semester to semester. This will result in a baseline that can be used to measure continuous improvement in the future.		
Student Learning Outcome/Improvement of Service	Improvement of Service		
Strategic Priority	Student Success		
Link to ILO	Improvement of Service		
Resources Needed	IR Office data – Retention information		
Expected Results	It was expected that the majority of students in a specific term would return the following semester.		
Actual Results	<p>The semester to semester retention rates for the fall 2019 and spring 2020 semesters are as follows.</p> <p>Students from the fall 2019 semester returning for the spring 2020 semester: 64.3%</p> <p>Students from the spring 2020 semester returning for the fall 2020 semester: 47.9%</p> <p>These were degree-seeking students. The data is provided below.</p>		
Measure	Type	Results	Notes
Direct	Document Analysis – Institutional retention numbers from the IR Office.	Fall 2019 → Spring 2020: 64.3% Spring 2020 → Fall 2020: 47.9%	This represents degree-seeking students who returned for the following semester.
		Data was obtained from the IR Office.	
<p>Feedback: The percentage of degree-seeking, fall students who returned for the spring semester was 64.3%. The percentage of degree-seeking, spring students who returned for the fall semester was 47.9%.</p>			
<p>Change/Improvements Made Based on Feedback: We need to dig deeper into the numbers and look at the potential impact on the numbers from including graduates in our calculations.</p>			

Counseling Services

Division/Department	Student Affairs: Counseling Center		
Activity	Participation Survey (Activity 1)		
Date	Spring 2021		
Campus	All ASUN Campus		
Description	Students, faculty and staff will provide feedback on their experience at the ASUN Counseling Center		
Student Learning Outcome/Improvement of Service	ASUN community will provide feedback related to their overall experience at ASUN Counseling Center. The Counseling Center will consider ways to improve services and implement strategies to address the needs of ASUN participants.		
Strategic Priority	Institutional Excellence		
Link to ILO	Reasoning		
Resources Needed	Surveys		
Expected Results	85% of participants will have a good or excellent experience at the ASUN Counseling Center		
Actual Results	The results of the survey were that a score of 3.33 (out of 4.0) was the average relative to the Overall Satisfaction question. This indicates that 100% of participants scored Overall Satisfaction with a Good or Excellent rating.		
Measure	Type	Results	Notes
Proxy	Participation in the Survey	3.33 (out of 4.0) was the average relative to the Overall Satisfaction question (100% of participants rated good or excellence)	
Indirect or Direct	Survey: LINK	LINK TO DATA FILE OR REPORT	
Feedback: This activity was met by 100% of participants.			
Change/Improvements Made Based on Feedback: The decision was made to focus on improving the number of participants.			

Counseling Services

Division/Department	Student Affairs: Counseling Center		
Activity	Post Event/ Training Satisfaction Survey (Activity 2)		
Date	09/21/2020		
Campus	All ASUN Campus		
Description	ASUN community will provide their feedback on the overall delivery services in outreach activities/training.		
Student Learning Outcome/Improvement of Service	ASUN community will provide their feedback on outreach activities/training that will indicate their satisfaction of outreach activities		
Strategic Priority	Community Engagement		
Link to ILO	Reasoning		
Resources Needed	Surveys		
Expected Results	At least 80% of participants will indicate that the training met or exceed their expectations.		
Actual Results	The results are 23/23 (100%) of the participants indicated that the training met or exceed their exceptions.		
Measure	Type	Results	Notes
Proxy	Post Event/Training Survey	Expected results achieved (100%)	See Appendix E below
Indirect or Direct	Survey	LINK TO DATA FILE OR REPORT	
Feedback: This activity was met by 100% of participants.			
Change/Improvements Made Based on Feedback: The decision was made to provide more outreach trainings based on the 100% approval rate of the participants.			

Financial Aid

Division/Department	Student Affairs: Financial Aid		
Activity	Reduction of Complaints (Improvement of Service)		
Date	Ongoing		
Campus	All ASUN Campuses		
Description	Reduction of Complaints (Improvement of Service)- Analysis of Complaint Logs will be completed to create a baseline and develop a plan to better meet the needs of students before they reach the complaint log.		
Student Learning Outcome/Improvement of Service	Improvement of Service		
Strategic Priority	Institutional Excellence		
Link to ILO	Improvement of Service		
Resources Needed	No additional recourses needed – Staff will analyze the complaint log.		
Expected Results	Development of a baseline that will be used in the future to measure improvement in this area.		
Actual Results	The analysis of the complaint log showed that there were three complaints during the most recent year that reached this level. This will be used as the baseline on which to improve in the future. These three complaints focused on what may have been remedied with good customer service.		
Measure Proxy	Type	Results	Notes
	Document Analysis	Three complaints were in the complaint log.	This number (3) will be used as a baseline to attempt to reduce the number of complaints reaching this stage in the future.
Indirect or Direct		LINK TO DATA FILE (Complaint Log)	Data (spreadsheet) provided below in the data section of this document.
Feedback:	The complaints that rose to this level could likely have been avoided with better customer service.		
Change/Improvements Made Based on Feedback:	The decision was made that financial aid staff needs additional customer service training.		

Financial Aid

Division/Department	Student Affairs: Financial Aid		
Activity	FAFSA/Youniversal Completion (Improvement of Service)		
Date	Ongoing		
Campus	All ASUN campuses		
Description	FAFSA/Youniversal Completion (Improvement of Service) - A baseline will be developed to measure the number of students who complete both the FAFSA and the Universal application. This will be used in the following years to measure improvement in this area.		
Student Learning Outcome/Improvement of Service	Improvement of Service		
Strategic Priority	Institutional Excellence		
Link to ILO	Improvement of Service		
Resources Needed	No additional resources needed – Document Analysis (Complaint Log)		
Expected Results	Development of a baseline that will be used in the future to measure improvement in this area.		
Actual Results	2958 ASU-Newport students completed the FAFSA. 1158 ASU-Newport students completed the Youniversal. 525 ASU-Newport students completed both the FAFSA and the Youniversal.		
Measure	Type	Results	Notes
Proxy	Document Analysis	???	???
Indirect or Direct		LINK TO DATA FILE OR REPORT	???
Feedback: While many ASU-Newport students completed the FAFSA and many ASU-Newport students completed the Youniversal application, relatively few students (525) completed both.			
Change/Improvements Made Based on Feedback: As a result of the collection and analysis of data, the decision was made to use these results as a baseline. This will provide a measure by which a comparison can be made in the future leading to continuous improvement.			

Financial Aid

Division/Department	Student Activities: Financial Aid		
Activity	Financial Aid Satisfaction Survey – Baseline Development		
Date	April 30, 2021		
Campus	All ASUN campuses		
Description	Provide ASUN students with the opportunity to provide feedback on their satisfaction with the financial aid office.		
Student Learning Outcome/Improvement of Service	Improvement of Service: Measure of student satisfaction with financial aid office		
Strategic Priority	Student Success		
Link to ILO	ILO 2 -- Explore		
Resources Needed	No additional resources needed – MS Forms & Staff time/effort		
Expected Results	It is expected that most ASU-Newport students who respond to the survey will be at least somewhat satisfied with services provided by the Financial Aid Office.		
Actual Results	33 students completed the survey. Of those, 22 students answered the Satisfaction question. Of these 22 students, 18 (81.82%) indicated that they were either Very Satisfied or Somewhat Satisfied with Financial Aid services at ASU-Newport.		
Measure	Type	Results	Notes
Proxy	Survey	81.82% of students indicated they were either Very Satisfied or Somewhat Satisfied	11 students left the Satisfaction question blank. The Financial Aid team will reflect on possible reasons for this high number.
Indirect or Direct	Direct	LINK TO SURVEY	
Feedback: 81.82% of students who answered the Satisfaction question indicated they were either Very Satisfied or Somewhat Satisfied. 11 students completing the survey left this question blank.			
Change/Improvements Made Based on Feedback: The Financial Aid Office will continue to provide exceptional customer service by promptly answering phone calls, emails, and packaging/awarding financial aid in a timely manner.			

Recruitment

Division/Department	Student Affairs: Recruiting Services		
Activity	Virtual College Fair		
Date	October 1 – 31, 2020		
Campus	Virtual recruiting program for all ASUN campuses		
Description	October is College Awareness Month! The Arkansas Association of Collegiate Registrars & Admissions Officers (ArkACRAO) will host a Virtual College Fair for all Arkansas high school students during the month of October. ASU-Newport is participating in the event. Link: https://arkfair.swoogo.com/virtualfair !		
Student Learning Outcome/Improvement of Service	We hope to improve student success by getting prospective students into the college admission funnel early! This should allow for early communications from ASUN's admissions and financial aid departments.		
Strategic Priority	SP 1: Student Success & SP 3: Community Engagement		
Link to ILO	Reasoning		
Resources Needed	\$200.00 to participate; technical assistance to create the booth; and individuals to staff the virtual booth from 6-8 PM, Monday through Thursday during the entire month of October.		
Expected Results	Expected results from the Virtual College Program are to generate an additional 200 leads resulting in a cost per lead of \$1.00.		
Actual Results	The virtual college program itself actually generated only 32 leads, two of which were counselors leaving only 30 new leads. The projected cost = \$1.00 per lead; delivery = \$6.66 per lead. The total new leads generated between March 31, 2019 and March 31, 2020 were 4570. The total new leads generated between March 31, 2020 and March 23, 2021 has been 3927. For the timeframe, that is a 14.07% decrease in new leads.		
Measure	Type	Results	Notes
Proxy	Virtual Program (AdmitHub) Results	A total of 30 good leads was generated from this activity.	The results of this activity were typical statewide.
Direct		LINK TO VIRTUAL COLLEGE PROGRAM	The results from this activity were received in a spreadsheet from AdmitHub (see data below)
Feedback: Although the virtual college fair itself was not a success, we encountered a product that we may be able to use in the future. AdmitHub is a software that was used to create an ASUN chatbot for the college fair. It was designed to engage students who visited the virtual booth. If ASUN receives adequate stimulus funding, ASUN may purchase this software to engage future students.			
Change/Improvements Made Based on Feedback: The decision was made NOT to participate in another state-wide Virtual Program. It would be more effective to spend the funds purchasing leads.			

Recruitment

Division/Department	Student Affairs: Recruiting Services		
Activity	School Visits / Virtual Visits		
Date	Fall 2020 / Spring 2021		
Campus	Virtual or in-person recruiting for all ASUN campuses		
Description	During the Fall 2020 and Spring 2021 terms, ASUN's Student Recruiter will conduct school visits, either in person or virtually with the area partner schools listed in ASUN's Recruitment Plan .		
Student Learning Outcome/Improvement of Service	We hope to improve student success by getting prospective students into the college admission funnel early! This should allow for early communications from ASUN's admissions and financial aid departments.		
Strategic Priority	SP1: Student Success & SP 3: Community Engagement		
Link to ILO	Reasoning		
Resources Needed	Online meeting platform; occasional travel in school automobile		
Expected Results	Generation of Applications for Admission → 3% more than 2019-2020		
Actual Results	4102 applications were generated between 3/31/2019 and 3/31/2020. 3060 applications were generated between 3/31/2020 and 3/23/2021. Between the 2019-20 and 2020-21 school years, ASUN saw a decrease of 25.40% .		
Measure	Type	Results	Notes
Proxy	CRM/CNS Data pulls	We have not met our application goal.	Leads (-14.04%) have resulted in reduced applications. Need to share this information with SEM.
Direct		LINK TO DATA FILE OR REPORT	I am never 100% confident in any data extracted from CRM or CNS. Reliable conversion rates would be a tremendous help!
Feedback: ASUN Student Recruiting will continue to explore ways to improve enrollment funnel conversion rates at each step (initiate LEADs, convert LEADs to applications, applications to admissions, admissions into enrollments). Our next step is improving the efficiency of the admissions process. Most industry standards consider a good conversion rate anything greater than two percent, but ASUN desires to be better than industry standards. However, we must have consistently reliable data to build an enrollment funnel foundation from which we can improve.			
Change/ Improvements Made Based on Feedback: Virtual is not an effective platform for engaging our constituents! From 3/23/2021 forward, we need to conduct as many in-person activities as possible. We will implement low cost initiatives to build the top of the enrollment funnel for the Fall 2021 school year.			

Recruitment

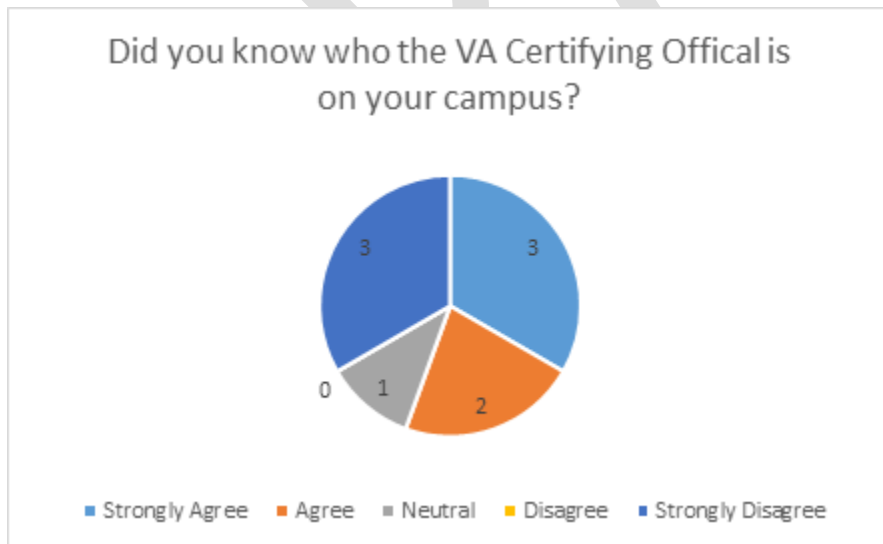
Division/Department	Student Affairs: Recruiting Services		
Activity	Recruiting Services Survey		
Date	December 1, 2020		
Campus	ASUN campuses – Survey sent to all partner schools		
Description	The instrument will allow us to know for certain that we are meeting our departmental mission and vision (which undergird ASUN’s vision and mission). The survey will also provide a platform for making departmental improvement. Kevin and I both need feedback from those we hope to serve.		
Student Learning Outcome/Improvement of Service	Improvement of Service to area partner schools		
Strategic Priority	SP 2: Institutional Excellence		
Resources Needed	Forms Builder Survey		
Expected Results	We will confirm assumptions that ASUN Student Recruitment engages unengaged students; informs them of opportunities; uses an individualized approach; and that activities are conducted with integrity.		
Actual Results	90% of the respondents agree that ASUN Student Recruitment engages unengaged students . 100% of respondents agree that ASUN Student Recruitment informs students of opportunities that exists beyond high school . 80% of respondents agree that ASUN Student Recruitment presents information using an individualized approach . 100% of respondents agree that ASUN Student Recruitment conducts itself with integrity . 100% agree that ASUN Student Recruitment is mindful of serving students from diverse backgrounds . 100% agree that ASUN Student Recruitment is respectful of school personnel’s time .		
Measure	Type	Results	Notes
Proxy	Survey	ASUN Student Recruitment provides service to area partner schools in keeping with its stated departmental vision and mission.	10 individuals answered the anonymous survey.
Direct		LINK TO SURVEY	Because the survey was anonymous, I am confident that respondents were free to communicate authentically.
Feedback: This survey confirmed our assumed practices! Our area partner schools believe that we are meeting our stated vision and mission. Now, we can improve contact and outreach methods based upon feedback from our survey.			
Change/Improvements Made Based on Feedback: ASUN Student Recruitment will use the information collected in question 7 (Rate the importance of topics we share with students) to inform our practice and the content we share. We will use the information collected in questions 8 – 10 to refine the frequency and methods we use to contact our area partner school administrators.			

Student Activities

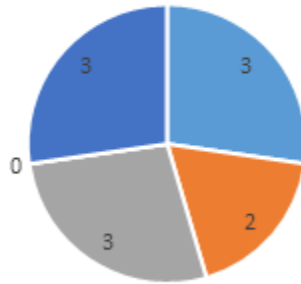
Division/Department	Student Affairs: Student Development/Student Activities		
Activity	Black History Month Guest Speaker – Kendra Pruitt		
Date	2.17.2020		
Campus	Newport		
Description	Kendra Pruitt, attorney and senior advisor to the Little Rock Mayor spoke to participants in the Walton Hall library. Kendra spoke about having a 2020 Vision of Black History.		
Student Learning Outcome/Improvement of Service	Participants learn black history and celebrate black accomplishments with invited guest speaker. Participants learned about recognizing the 3 “eyes”: Identity, Intent, and Influence.		
Expected Results	Participants will learn new knowledge and skills that impact them as a professional.		
Actual Results	64% of respondents said they will apply the new knowledge and skills in their professional capacities.		
Measure	Type	Results	Notes
Proxy	Participation in the Survey	Response/rate: 11 out of 25 participants	Survey sent to all participants
Indirect or Direct	Survey: Black History Month Guest Speaker Survey	Black History Month Guest Speaker – Kendra Pruitt (LINK TO DATA FILE)	Survey: Black History Month Guest Speaker Survey
Positive Feedback: Opportunities for Improvement: Provide paper surveys to gain a better response rate.			

Student Development

Division/Department	Student Affairs: Student Development		
Presenter	Veronica Manning		
Activity/Event	Veteran's Day Breakfast 2019		
Date	November 11, 2019		
Campus	Newport, Marked Tree, Jonesboro		
Description	The Veteran's Day breakfast celebrated veteran students on each campus. Students were given goodie bags from local military branches and given the opportunity to meet the Veteran Certifying official for the campus.		
Student Learning Outcome	Participants will rate their opportunity to meet with the Veteran Certifying official and opportunities on campus.		
ILO	Responsibility		
Expected Results	75% of participants will be strongly/agree they connected with the Veteran Certifying official and other veteran students on campus.		
Actual Results	56% of participants strongly/agree they connected with the Veteran Certifying official and other veteran students on campus.		
Measure	Type	Results	Notes
Proxy			
Indirect	Survey	9 results	



Did you have the opportunity to connect with the VA Certifying Official?



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

Did this activity allow you to connect with your peers at ASU-Newport?



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

Care Team

Division/Department	Student Affairs: CARE Team		
Activity	Campus Police Workshop: Domestic Violence Course		
Date	8/5/2020		
Campus	Newport		
Description	This activity is a Domestic Violence class that is available to students. A post-test is given upon conclusion of the course to measure student learning during the activity.		
Student Learning Outcome/Improvement of Service	Responsibility		
Strategic Priority	Student Success		
Link to ILO	Responsibility		
Resources Needed	Time/Effort of staff as well as assessment (in place)		
Expected Results	It is expected that students will score at least a 75% on the post-test indicating that they understand at least 3 out of 4 on the post-test.		
Actual Results	100% (15 out of 15) of participants of this activity (course) successfully answer all four questions on the post-test successfully.		
Measure	Type	Results	Notes
Direct	Post Test	100% of participants answer all questions correctly on post-test.	
		Assessment Survey provided in Data Section below.	
Feedback: All participants scored 100% on the post-test indicating they understand the materials covered.			
Change/Improvements Made Based on Feedback: Continue to offer and try to engage students, faculty, and staff with the presentation materials to enhance the safety of the campus community.			

Care Team

Division/Department	Student Affairs: CARE Team		
Activity	Active Shooter Presentation		
Date	9/30/2020		
Campus	Newport		
Description	This activity is a presentation on Active Shooter and is available to students, faculty, and staff. A post-test is given upon conclusion of the presentation to measure learning as a result of the activity.		
Student Learning Outcome/Improvement of Service	Responsibility		
Strategic Priority	Student Success, Institutional Excellence		
Link to ILO	Responsibility		
Resources Needed	Time/Effort of staff as well as assessment (in place)		
Expected Results	It is expected that all participants will answer at least 3 of the 5 questions on the post-test accurately indicating that they understand the materials covered.		
Actual Results	All students answered at least 3 of the 5 questions on the post-test accurately. Of 23 student surveys, 19 answered 5 accurately, 3 answered 4 accurately, and 1 answered 3 accurately for a combined course score of 95.65%.		
Measure	Type	Results	Notes
Direct	Post Test	All students answered at least 3 of the 5 questions on the post-test accurately.	
		Assessment Survey provided in Data Section below.	
Feedback: All students answered at least 3 of the 5 questions on the post-test accurately.			
Change/Improvements Made Based on Feedback: Continue to offer the Active Shooter presentation and engage students, faculty, and staff with the presentation materials to enhance the safety of the campus community.			

Campus Police

Division/Department	Student Affairs: Campus Police		
Session	Active Shooter		
Date	September 12, 2019		
Campus	Newport		
Description	This workshop will inform students, staff, and faculty the appropriate responses to an active shooter situation and safety measures that they can take as well as what their responsibilities are.		
Student Learning Outcome (SLO)	Participants will identify exposure to and engagement with safety-related topics through co-curricular offerings at ASU-Newport.		
Institutional Learning Outcome (ILO)	Responsibility		
Expected Results	85% of participants will be score above a 4/5 on the post-test assessment. Passing of the post-test will demonstrate engagement in safety-related topics.		
Actual Results	100% of participants scored above a 4/5 on the post-test assessment. Passing of the post-test demonstrated that participants were exposed to and understood the information presented.		
Measure	Type	Results	Notes
Proxy	Attendance	21 participants	
Direct	Survey: Factual questions on knowledge of workshop content	2019-2020 CC Assessment and Student Affairs- Campus Police Assessment Results.xlsx	

Division/Department	Student Affairs: Campus Police		
Session	Domestic Violence Awareness and Prevention		
Date			
Campus			
Description	This class will show the warning signs of a person involved in domestic violence. It will show how to get help for yourself or others involved in domestic violence and the impact domestic violence has on people's lives.		
Student Learning Outcome	Participants will identify exposure to and engagement with safety-related topics through co-curricular offerings at ASU-Newport.		
Expected Results	85% of participants will be score above a 4/5 on the post-test assessment. Passing of the post-test will demonstrate engagement in safety-related topics.		
Actual Results	100% of participants scored above a 4/5 on the post-test assessment. Passing of the post-test demonstrated that participants were exposed to and understood the information presented.		
Measure	Type	Results	Notes
Proxy	Attendance		
Direct	Survey: Factual questions on knowledge of workshop content		

Campus Police

Division/Department	Student Affairs: Campus Police		
Session	Drug and Alcohol Awareness and Prevention (Red Ribbon week)		
Date			
Campus			
Description	This class will educate the dangers of drug and alcohol use and the effects it has on the body. The legal aspects of drugs and alcohol laws will be discussed as well. The dangers of student drinking will be explored as well.		
Student Learning Outcome	Participants will identify exposure to and engagement with safety-related topics through co-curricular offerings at ASU-Newport.		
Expected Results	85% of participants will be score above a 4/5 on the post-test assessment. Passing of the post-test will demonstrate engagement in safety-related topics.		
Actual Results	???% of participants scored above a 4/5 on the post-test assessment. Passing of the post-test demonstrated that participants were exposed to and understood the information presented.		
Measure	Type	Results	Notes
Proxy	Attendance		
Direct	Survey: Factual questions on knowledge of workshop content		

Division/Department	Student Affairs: Campus Police		
Session	Identity Theft		
Date			
Campus			
Description	This class will review the way criminals try to steal personal information and use people's ID's. It will also show preventive measures to take in order to avoid being a victim of scams and Identity Theft.		
Student Learning Outcome	Participants will identify exposure to and engagement with safety-related topics through co-curricular offerings at ASU-Newport.		
Expected Results	85% of participants will be score above a 4/5 on the post-test assessment. Passing of the post-test will demonstrate engagement in safety-related topics.		
Actual Results	???% of participants scored above a 4/5 on the post-test assessment. Passing of the post-test demonstrated that participants were exposed to and understood the information presented.		
Measure	Type	Results	Notes
Proxy	Attendance		
Direct	Survey: Factual questions on knowledge of workshop content		

Campus Police

Division/Department	Student Affairs: Campus Police		
Session	Stalking Awareness and Prevention		
Date			
Campus			
Description	This class will inform students, staff, and faculty the warning signs of a stalker and how to avoid becoming a victim of stalking.		
Student Learning Outcome	Participants will identify exposure to and engagement with safety-related topics through co-curricular offerings at ASU-Newport.		
Expected Results	85% of participants will be score above a 4/5 on the post-test assessment. Passing of the post-test will demonstrate engagement in safety-related topics.		
Actual Results	???% of participants scored above a 4/5 on the post-test assessment. Passing of the post-test demonstrated that participants were exposed to and understood the information presented.		
Measure	Type	Results	Notes
Proxy	Attendance		
Direct	Survey: Factual questions on knowledge of workshop content		

Division/Department	Student Affairs: Campus Police		
Session	Storm Awareness		
Date			
Campus			
Description	This class will inform students, staff and faculty how to respond to natural disasters and weather-related disasters. It will outline the safest ways to stay safe trough tornadoes, lightning, and earthquakes.		
Student Learning Outcome	Participants will identify exposure to and engagement with safety-related topics through co-curricular offerings at ASU-Newport.		
Expected Results	85% of participants will be score above a 4/5 on the post-test assessment. Passing of the post-test will demonstrate engagement in safety-related topics.		
Actual Results	??% of participants scored above a 4/5 on the post-test assessment. Passing of the post-test demonstrated that participants were exposed to and understood the information presented.		
Measure	Type	Results	Notes
Proxy	Attendance		
Direct	Survey: Factual questions on knowledge of workshop content		

Campus Police

Division/Department	Student Affairs: Campus Police		
Session	Sexual Assault Awareness and Prevention		
Date			
Campus			
Description	This class will provide the students, staff, and faculty of the dangers and warning signs of sexual assault and the individuals that commit the crime as well as how to lessen their risks of becoming victims.		
Student Learning Outcome	Participants will identify exposure to and engagement with safety-related topics through co-curricular offerings at ASU-Newport.		
Expected Results	85% of participants will be score above a 4/5 on the post-test assessment. Passing of the post-test will demonstrate engagement in safety-related topics.		
Actual Results	??% of participants scored above a 4/5 on the post-test assessment. Passing of the post-test demonstrated that participants were exposed to and understood the information presented.		
Measure	Type	Results	Notes
Proxy	Attendance		
Direct	Survey: Factual questions on knowledge of workshop content		

Career Services

Division/Department	Student Affairs: Student Development		
Activity	Career Services Workshop presented to Passmore Traditional Nursing Program		
Date	3/10/2020		
Campus	Newport		
Description	Career Services Workshop in classrooms throughout the semester. Students learn about job searches, digital identity, cover letters, resumes, interview tips, and networking.		
Student Learning Outcome/Improvement of Service	Students learn how to research job opportunities, organizational values, and completing application. The importance of digital identity and how to remain professional. Learn how to write narrative for cover letter and important items to list on resume. Students learn important interview tips and how to network after getting the job.		
Expected Results	75% of students will learn information to help them in securing employment.		
Actual Results	95 % of students strongly agreed that the information was useful and impactful to them as a student.		
Measure	Type	Results	Notes
Proxy	Participation in the Survey	Response/rate 11 of 24 students	Survey sent to all Traditional Nursing Program
Indirect or Direct	Survey: Career Services Workshop (Microsoft forms survey)	Career Services Workshop (LINK TO DATA FILE)	Survey: Career Services Workshop
Positive Feedback: Opportunities for Improvement: Possibly taking paper survey to get a better response rate.			

Student Conduct

Division/Department	Student Affairs: Student Development/ Student Conduct		
Activity	Student Conduct Training Workshop Evaluations		
Date			
Campus	All Campuses		
Description	The Student Conduct training workshops is a collaborative effort with faculty, staff, and the campus community with regard to student conduct and Title IX policies and processes.		
Student Learning Outcome/Improvement of Service	Faculty and staff will be more informed of the policies and procedures during the Student Conduct and Title IX cases.		
Expected Results	Faculty and staff will gain knowledge and be satisfied with workshop training.		
Actual Results			
Measure	Type	Results	Notes
Proxy	Participation in the Survey	Response/rate?	
Indirect or Direct	Survey:	LINK TO DATA FILE	Survey: Exit Survey
Positive Feedback:			
Opportunities for Improvement:			