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- Student Affairs

Texas A&M University-Corpus Christi

Detailed Assessment Report
2007-2008 VP Student Affairs Annual Report

Mission/Purpose

The Division of Student Affairs at Texas A&M University-Corpus Christi provides excellent opportunities in a supportive environment for students to be engaged on and off campus. In support of the University mission, we help students develop leadership skills, engage in the campus community, embrace diversity and attain their educational goals. We prepare students for careers, life long learning and responsible citizenship.

Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

O 1: Provide EXCELLENT programs and services.
Provide EXCELLENT programs and services that promote student development and a diverse campus community that is supportive, caring and friendly.

Strategic Plans:

Texas A&M-Corpus Christi
1.4 Provide a supportive and safe campus environment
1.6 Commitment to student diversity and quality.
1.8 Build & sustain mutually supportive relationships.

Related Measures:

M 1: Noel Levitz - Commitment to racial harmony
Noel Levitz - There is a strong commitment to racial harmony on this campus.

Source of Evidence: Benchmarking

Achievement Target:
Commitment to racial harmony >= national score.

Findings (2007-2008) - Achievement Target: Met
2008 Noel Levitz - Commitment to racial harmony = .09 greater than national.

Document:
2008 Noel Levitz - Commitment to Racial Harmony

Related Action Plans:

Develop a Committee on Diversity
Develop a committee on diversity to investigate and identify needs of
students to better prepare them for a multicultural environment. For more information, see the Action Plan Details section of this report.

M 3: Noel Levitz - Sense of belonging
Noel Levitz - Most students feel a sense of belonging here.

Source of Evidence: Benchmarking

**Achievement Target:**
Sense of belonging >= national score.

**Findings (2007-2008) - Achievement Target: Met**
2008 Noel Levitz - Sense of belonging = .06 greater than national score.

**Document:**
2008 Noel Levitz - Sense of Belonging on Campus

M 4: Noel Levitz - Enjoy being a student here
Noel Levitz - It is an enjoyable experience to be a student on this campus.

Source of Evidence: Benchmarking

**Achievement Target:**
Enjoy being a student on this campus >= national score.

**Findings (2007-2008) - Achievement Target: Met**
2008 Noel Levitz - Enjoy being a student on this campus = .19 greater than national.

**Document:**
2008 Noel Levitz - Enjoy Being A Student Here

M 5: Noel Levitz - Individual concern for students
Noel Levitz - This institution shows concern for students as individuals.

Source of Evidence: Benchmarking

**Achievement Target:**
Concern for students as individuals >= national score.

**Findings (2007-2008) - Achievement Target: Met**
2008 Noel Levitz - Concern for students as individuals = .12 greater than national score.

**Document:**
2008 Noel Levitz - Concern for Student As An Individual (Path Not Found)

**Related Action Plans:**
Hire Behavioral Intervention Team Case Manager
Hire Behavioral Intervention Team Case Manager to facilitate I-CARE program addressing students of concern.
For more information, see the Action Plan Details section of this report.

M 6: Noel Levitz - Students feel welcome
Noel Levitz - Students are made to feel welcome on this campus.

Source of Evidence: Benchmarking

**Achievement Target:**
Students feel welcome >= national score.

**Findings (2007-2008) - Achievement Target: Met**
2008 Noel Levitz - Students feel welcome = .16 greater than national score.
M 9: Grad Survey - Teamwork and Diversity
Graduating Student Survey - Learning to appreciate teamwork and diversity in settings outside the classroom.

Source of Evidence: Client satisfaction survey (student, faculty)

Achievement Target:
Appreciate teamwork and diversity >= 75% satisfaction.

Findings (2007-2008) - Achievement Target: Met
2008 grad survey - Appreciate teamwork and diversity = 90.3% satisfied and very satisfied.

M 10: Grad Survey - Tolerance for different views
Graduating Student Survey - Having tolerance for different points of view.

Source of Evidence: Client satisfaction survey (student, faculty)

Achievement Target:
Tolerance for different views >=75% impact.

Findings (2007-2008) - Achievement Target: Met
2008 grad Survey - Tolerance for different views = 88.4 major impact or moderate impact.

M 11: Grad Survey - Diverse cultures and values
Graduating Student Survey - Understanding diverse cultures and values.

Source of Evidence: Client satisfaction survey (student, faculty)

Achievement Target:
Understanding diverse cultures and values >=75% impact.

Findings (2007-2008) - Achievement Target: Met
2008 Grad Survey 0 Understanding diverse cultures and values = 83.1% major impact or moderate impact.

M 12: Grad Survey - Staff caring and helpfulness
Graduating Student Survey - the caring and helpfulness of campus staff.

Source of Evidence: Client satisfaction survey (student, faculty)

Achievement Target:
Caring and helpfulness of staff >=75% satisfaction.

Findings (2007-2008) - Achievement Target: Met
2008 Grad Survey - Caring and helpfulness of staff = 94% very satisfied or satisfied.

M 14: NSSE - Encouraged contact with diverse groups
NSSE - Encouraging contact among students from different economic, social, racial, ethnic backgrounds.
Source of Evidence: Benchmarking

**Achievement Target:**
Encouraging contact among students of diverse backgrounds >= national average.

**Findings (2007-2008) - Achievement Target: Met**
2007 NSSE - Encouraging contact among students of diverse backgrounds = 1% greater for freshmen and 4% greater for seniors than national average report very much or quite a bit.

**Document:**
2007 NSSE - Encouraged Contact with Diverse Groups

**M 15: NSSE - Conversations - Different values**
NSSE - Student had serious conversations with other student having different political, religious or personal values other than their own.

Source of Evidence: Benchmarking

**Achievement Target:**
2007 NSSE - Conversation with those of different values >= national average.

**Findings (2007-2008) - Achievement Target: Partially Met**
2007 NSSE - Conversations with those of different values: Freshmen=2% less / Seniors=4% greater reported often or very often.

**Document:**
2007 NSSE - Conversations with People with Different Values

**Related Action Plans:**

**Develop a Committee on Diversity**
Develop a committee on diversity to investigate and identify needs of students to better prepare them for a multicultural environment. For more information, see the *Action Plan Details* section of this report.

**M 16: NSSE - Conversations - Race & Ethnicity**
NSSE - Student had serious conversations with students of a different race or ethnicity than their own.

Source of Evidence: Benchmarking

**Achievement Target:**
2007 NSSE - Conversation - Different Race and Ethnicity >= national average.

**Findings (2007-2008) - Achievement Target: Met**
2007 NSSE Race & Ethnicity: Freshmen=6% greater / Seniors = 9% greater than national report often or very often.

**Document:**
2007 NSSE - Conversations with Those Of a Different Race or Ethnicity

**Related Action Plans:**

**Develop a Committee on Diversity**
Develop a committee on diversity to investigate and identify needs of students to better prepare them for a multicultural environment. For more information, see the *Action Plan Details* section of this report.

**M 17: NSSE - Helpful, considerate personnel**
NSSE - Helpful, considerate, flexible administrative personnel and offices.

Source of Evidence: Benchmarking
**Achievement Target:**
Helpful, considerate, flexible administrative personnel and offices >= national average.

**Document:**
[2007 NSSE Helpful, Considerate Personnel](#)

**Findings (2007-2008) - Achievement Target: Met**
2007 NSSE - Helpful, considerate, flexible administrative personnel and offices = 2% greater for freshmen and 6% greater for seniors than national average report 5 or above.

**O 2: ENGAGE students in their campus and community.**
ENGAGE students in their campus and community through student organizations and programming.

**Strategic Plans:**
Texas A&M-Corpus Christi
1.3 Promote lifelong learning and global citizenship.
1.8 Build & sustain mutually supportive relationships.
1.9 Expand University impact and stature.

**Related Measures:**

**M 2: Noel Levitz - Knowledge of campus happenings**
Noel Levitz - I generally know what’s happening on campus.

Source of Evidence: Benchmarking

**Achievement Target:**
I generally know what is happening on campus >= national score.

**Findings (2007-2008) - Achievement Target: Not Met**
2008 Noel Levitz - I generally know what is happening on campus = .21 less than the national score.

**Document:**
[2008 Noel Levitz - Knowledge of Campus Happenings](#)

**Related Action Plans:**

**Implement and promote electronic communications**
Implement and promote use of various electronic communication methods so that students may be better informed of campus business, news and events.
For more information, see the Action Plan Details section of this report.

**Hire Information Technology Specialist**
Hire Information Technology Specialist for the Division to address Division wide issues related to technology including hardware/software issues, web-site management, and database creation, interface and maintenance.
For more information, see the Action Plan Details section of this report.

**M 7: Noel Levitz - Campus organization involvement**
Noel Levitz - I can easily get involved in campus organizations.

Source of Evidence: Benchmarking

**Achievement Target:**
Easily get involved in organizations >= national score.
Findings (2007-2008) - Achievement Target: Not Met
2008 Noel Levitz - Easily get involved in organizations = .09 less than the national score.

Document:
2008 Noel Levitz - Involvement in Campus Organizations

Related Action Plans:
Implement and promote electronic communications
Implement and promote use of various electronic communication methods so that students may be better informed of campus business, news and events.
For more information, see the Action Plan Details section of this report.

Evaluate Student Affairs Approach to Orientation
Evaluate effectiveness of Student Affairs approach to New Student Orientation
For more information, see the Action Plan Details section of this report.

M 13: Grad survey - Organization involvement
Graduating Student Survey - Were you actively involved in any student organization during your career at TAMU-CC (Student organizations include academic or career clubs, student government, publications, religious clubs, special interest clubs, sports clubs, greek affiliations).
Source of Evidence: Client satisfaction survey (student, faculty)

Achievement Target:
Organization involvement >= 2007 involvement of 46.1%.

Findings (2007-2008) - Achievement Target: Met
2008 Grad Survey - 2008 Organization involvement = 48.9.1% or 2.8% greater than 2007.

Document:
2008 Graduating Student Survey

Related Action Plans:
Implement and promote electronic communications
Implement and promote use of various electronic communication methods so that students may be better informed of campus business, news and events.
For more information, see the Action Plan Details section of this report.

M 15: NSSE - Conversations - Different values
NSSE - Student had serious conversations with other student having different political, religious or personal values other than their own.
Source of Evidence: Benchmarking

Achievement Target:
2007 NSSE - Conversation with those of different values >= national average.

Findings (2007-2008) - Achievement Target: Partially Met
2007 NSSE - Conversations with those of different values: Freshmen=2% less / Seniors=4% greater agree or strongly agree.

Related Action Plans:
Develop a Committee on Diversity
Develop a committee on diversity to investigate and identify needs of students to better prepare them for a multicultural environment.
For more information, see the Action Plan Details section of this report.
M 16: NSSE - Conversations -Race & Ethnicity
NSSE - Student had serious conversations with students of a different race or ethnicity than their own.
Source of Evidence: Benchmarking

**Achievement Target:**
2007 NSSE - Conversation - Different Race and Ethnicity >= national average.

**Findings (2007-2008) - Achievement Target: Met**
2007 NSSE Race & Ethnicity: Freshmen=6% greater / Seniors = 9% greater than national report often or very often.

**Document:**
2007 NSSE - Conversations with Those Of a Different Race or Ethnicity

**Related Action Plans:**

**Develop a Committee on Diversity**
Develop a committee on diversity to investigate and identify needs of students to better prepare them for a multicultural environment.
For more information, see the *Action Plan Details* section of this report.

M 18: NSSE - Community service or volunteer work
NSSE - Community Service or volunteer work.

Source of Evidence: Benchmarking

**Achievement Target:**
Community service or volunteer work >= national average.

**Findings (2007-2008) - Achievement Target: Not Met**
2007 NSSE - Community service or volunteer work = 3% less freshmen and 3% less seniors have done or plan to do.

**Document:**
2007 NSSE - Community Service or Volunteer Work

**Related Action Plans:**

**Implement and promote electronic communications**
Implement and promote use of various electronic communication methods so that students may be better informed of campus business, news and events.
For more information, see the *Action Plan Details* section of this report.

**Implement programs to promote community service**
Implement programs such as an alternate spring break, beach clean-ups and other events to encourage community service by students.
For more information, see the *Action Plan Details* section of this report.

O 3: EXPAND programs & services to meet student needs.
EXPAND programs and services to meet the changing needs of a growing and diverse student population.

**Strategic Plans:**

Texas A&M-Corpus Christi
1.4 Provide a supportive and safe campus environment
1.9 Expand University impact and stature.

**Related Measures:**
M 19: NSSE - Institution will respond to concerns
NSSE - Students believe the institution will respond to their concerns.
Source of Evidence: Benchmarking

Achievement Target:
Believe the institution will respond to concerns >= national average.

Findings (2007-2008) - Achievement Target: Met
2007 NSSE - Believe the institution will respond to concerns = 2% greater for freshmen and 6% greater for seniors agree and strongly agree.

Document:
2007 NSSE - Institution will Respond to Concerns

Related Action Plans:

Hire Behavioral Intervention Team Case Manager
Hire Behavioral Intervention Team Case Manager to facilitate I-CARE program addressing students of concern.
For more information, see the Action Plan Details section of this report.

University Center Expansion Plan
Feasibility study for expansion of the University Center will be performed Spring 2009. Funds will be needed to perform the expansion. The exact amount needed will not be determined until the feasibility study is complete. Estimates indicate approximately $18 million is needed.
For more information, see the Action Plan Details section of this report.

Fund remodeling of University Center 2nd floor
Fund remodeling of University Center second floor to create adequate office space for University Center and Student Activities staff.
For more information, see the Action Plan Details section of this report.

M 26: Evidence of response to student demand -Rec Center
TAMUCC will respond to student demand regarding recreational facilities. A new recreational complex is being built based on current use and student demand.

Source of Evidence: Document Analysis

Achievement Target:
Begin construction on new wellness center in response to student use of current facility.

Findings (2007-2008) - Achievement Target: Met
Construction has begun on the new wellness facility and should be complete by December 2008.

Document:
Dugan Wellness Center Presentation

Related Action Plans:

Hire Information Technology Specialist
Hire Information Technology Specialist for the Division to address Division wide issues related to technology including hardware/software issues, web-site management, and database creation, interface and maintenance.

For more information, see the Action Plan Details section of this report.

O 4: Manage resources EFFECTIVELY.
Develop personnel and manage all resources EFFECTIVELY.
Strategic Plans:

Texas A&M-Corpus Christi

1.10 Manage resources efficiently and effectively.
1.7 Commitment to faculty & staff diversity & quality.

Related Measures:

M 8: Noel Levitz - Student activity fee use
Noel Levitz - Student activity fees are put to good use.
Source of Evidence:  Benchmarking

Achievement Target:
Student activity fee use >= national score.

Findings (2007-2008) - Achievement Target: Met
2008 Noel Levitz - Student activity fee use = .19 greater than the national score.

Document:
2008 Noel Levitz - Student Activity Fee Use

Related Action Plans:

Hire Information Technology Specialist
Hire Information Technology Specialist for the Division to address Division wide issues related to technology including hardware/software issues, web-site management, and database creation, interface and maintenance.

For more information, see the Action Plan Details section of this report.

Fund University Housing from Housing Services
Fund University Housing Account 301110 from Housing Services Revenue Account 320081. Funds in the Housing Services account are obtained from the Camden Miramar profit sharing proceeds. Request to fund the University Housing account with these proceeds. Currently, Housing Services funds $41,617 of this account. An additional $41,616 is needed to meet FY09 needs plus $1799 for merit pool and $424 for benefit increases associated with merit. A total budget of $85,456 to be fully funded from the Housing Services account is needed.

For more information, see the Action Plan Details section of this report.

M 20: Org. Excellence - Information
Survey of Organizational Excellence - Overall information dimension to include internal communication, availability of information and external communication.

Source of Evidence:  Benchmarking

Achievement Target:
Overall information dimension for Student Affairs >= University Mean.

Findings (2007-2008) - Achievement Target: Met
2007 Organizational Excellence- Information Score > University Mean.

Document:
2007 Organizational Excellence - Information

Related Action Plans:

Hire Information Technology Specialist
Hire Information Technology Specialist for the Division to address
Division wide issues related to technology including hardware/software issues, web-site management, and database creation, interface and maintenance.

For more information, see the Action Plan Details section of this report.

**M 21: Org. Excellence - Personal**
Survey of Organizational Excellence - Overall personal dimension to include job satisfaction, time and stress management, burnout, and empowerment.

Source of Evidence: Benchmarking

**Achievement Target:**
Overall personal dimension for Student Affairs >= University Mean.

**Findings (2007-2008) - Achievement Target: Met**
2007 Organizational Excellence - Personal Score > University Mean.

**Document:**
2007 Organizational Excellence - Personal

**M 22: Org. Excellence - Work Group**
Survey of Organizational Excellence - Overall Work Group Dimension including supervisor effectiveness, fairness, team effectiveness and diversity.

Source of Evidence: Benchmarking

**Achievement Target:**
Overall Work Group Dimension for Student Affairs >= University Mean.

**Findings (2007-2008) - Achievement Target: Met**
2007 Organizational Excellence - Work Group Score > University Mean.

**Document:**
2007 Organizational Excellence - Work Group

**M 23: Org. Excellence - Accomodations**
Survey of Organizational Excellence - Overall Accomodations Dimension to include fair pay, adequacy of physical environment, benefits and employee development.

Source of Evidence: Benchmarking

**Achievement Target:**
Overall accomodations dimension for Student Affairs >= university Mean.

**Findings (2007-2008) - Achievement Target: Met**
2007 Organizational Excellence - Accomodations Score > University Mean.

**Document:**
2007 Organizational Excellence - Accomodations

**M 24: Org. Excellence - Organizational Features**
Survey of Organizational Excellence - Overall organizational features dimension to include change oriented, goal oriented, coherence, strategic orientation, and quality.

Source of Evidence: Benchmarking

**Achievement Target:**
Overall organizational features for Student Affairs >= University Mean.

**Findings (2007-2008) - Achievement Target: Met**
2007 Organizational Excellence - Organizational Features Score > University Mean.
**Document:**

2007 Organizational Excellence - Organizational Features

**M 25: Utilize student feedback to formulate budgets**
Utilize student feedback from the Student Fee Advisory Council to formulate final budgets.

Source of Evidence: Focus groups

**Document:**

2008 Student Fee Advisory Report

**Achievement Target:**
Obtain a written report from the Student Fee Advisory Committee, investigate viability of all recommendations and act accordingly.

**Findings (2007-2008) - Achievement Target: Met**
The SFAC met and submitted a report. All recommendations were reviewed and most were implemented.

**Related Action Plans:**

**Hire Behavioral Intervention Team Case Manager**
Hire Behavioral Intervention Team Case Manager to facilitate I-CARE program addressing students of concern.
For more information, see the *Action Plan Details* section of this report.

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**Details for Action Plans Established This Cycle**

**Develop a Committee on Diversity**
Develop a committee on diversity to investigate and identify needs of students to better prepare them for a multicultural environment.

- **Priority:** High
- **Target Date:** 08/2008
- **Spring 2008**
- **Responsible Person/Group:** VP Student Affairs

**Evaluate Student Affairs Approach to Orientation**
Evaluate effectiveness of Student Affairs approach to New Student Orientation

- **Priority:** High
- **Target Date:** 09/2009
- **Fall 2009**
- **Responsible Person/Group:** Assistant Vice President of Student Affairs
- **Additional Resources Needed:** none
- **Budget Amount Requested:** $0

**Fund remodeling of University Center 2nd floor**
Fund remodeling of University Center second floor to create adequate office space for University Center and Student Activities staff.

- **Priority:** High
- **Target Date:** 09/2009
- **September 2009**
- **Responsible Person/Group:** VP Student Affairs
- **Additional Resources Needed:** construction funds
Budget Amount Requested: $25000

Fund University Housing from Housing Services
Fund University Housing Account 301110 from Housing Services Revenue Account 320081. Funds in the Housing Services account are obtained from the Camden Miramar profit sharing proceeds. Request to fund the University Housing account with these proceeds. Currently, Housing Services funds $41,617 of this account. An additional $41,616 is needed to meet FY09 needs plus $1799 for merit pool and $424 for benefit increases associated with merit. A total budget of $85,456 to be fully funded from the Housing Services account is needed.

Priority: High
Target Date: 09/2009
September 2009
Responsibility Person/Group: Director of University Housing and VP of Student Affairs
Additional Resources Needed: No new resources but reallocation from account 320081 is needed. Partial funding currently in place. New funding would equal $43,839 for a total budget of $85,456
Budget Amount Requested: $85456

Hire Behavioral Intervention Team Case Manager
Hire Behavioral Intervention Team Case Manager to facilitate I-CARE program addressing students of concern.

Priority: High
Target Date: 09/2010
FY 2010
Responsibility Person/Group: Assistant Vice President of Student Affairs
Additional Resources Needed: salary and benefits
Budget Amount Requested: $60000

Hire Information Technology Specialist
Hire Information Technology Specialist for the Division to address Division wide issues related to technology including hardware/software issues, web-site management, and database creation, interface and maintenance.

Priority: High
Target Date: 09/2009
Fall 2009
Responsibility Person/Group: VP Student Affairs
Additional Resources Needed: salary and benefits
Budget Amount Requested: $56000

Implement and promote electronic communications
Implement and promote use of various electronic communication methods so that students may be better informed of campus business, news and events.

Priority: High
Target Date: 08/2009
full scale use by August 2009
Responsibility Person/Group: Assistant Vice President of Student Affairs

Implement programs to promote community service
Implement programs such as an alternate spring break, beach clean-ups and other events to encourage community service by students.

**Priority:** Low

**Target Date:** 08/2009

Fall 2009

**Responsible Person/Group:** Assistant Vice President of Student Affairs

**Additional Resources Needed:** funding for operations

**Budget Amount Requested:** $15000

### University Center Expansion Plan

Feasibility study for expansion of the University Center will be performed Spring 2009. Funds will be needed to perform the expansion. The exact amount needed will not be determined until the feasibility study is complete. Estimates indicate approximately $18 million is needed.

**Priority:** High

**Target Date:** 09/2009

September 2009

**Responsible Person/Group:** VP Student Affairs

**Additional Resources Needed:** building funds

**Budget Amount Requested:** $1800000

### Analysis Answers

**What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?**

Assessment results show that the division is making significant progress toward its objectives. All measures related to managing resources effectively and expanding programs and services to meet student needs were met. Twelve of thirteen measures of excellence of programs and services were met, and two measures of engagement were met.

Assessment results show strength in the areas of student development programming, creating a welcoming and caring campus environment and resource management (specifically human resources).

**What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?**

Assessment results indicate that continued work in the following areas of engagement and excellence is needed:

1. Campus communication systems - to address lower than desired scores on knowledge of campus happenings (Noel Levitz).
2. Community service - continue to seek opportunities for students to engage in community service. Possibly provide resources to aid programs such as Alternative Spring Break.
3. Diversity - committee to investigate methods to address assessment results indicating that fewer students (than national) report having conversations with those of different values (NSSE).

### Annual Reports

**Executive Summary**

The Vice President for Student Affairs (VPSA) oversees and provides leadership for
the Division to develop and implement the Strategic Plan, assessment and the budget. He provides direction for programming, and services, which support the University’s mission. This year the Division of Student Affairs finalized a new Division Mission Statement which includes outcomes and objectives with the appropriate initiatives, measures, and actions. Each department in the Division, plus the functional units related to Student Services, implemented a self-study based on the Council for the Advancement of Standards in Higher Education (CAS) Standards. The CAS standards have been used by each department as a self-study tool to prepare the Division for the upcoming SACs Accreditation. This self-study process will continue next year as recommendation implementation begins.

The Division is very well-integrated and meets frequently as a whole and in clusters to provide well-connected services. The Survey of Organizational Excellence results showed the Student Affairs Division staff to rate above the University average in all areas of workplace satisfaction. Direct reports to the VPSA are the Assistant Vice President and Dean of Students, the Assistant Dean of Students, the Director of Housing and a Business Coordinator. The following departments are in the Division of Student Affairs: University Center and Student Activities, Disability Services, University Counseling Center, University Health Center, Recreational Sports, Career Services, Housing, Women’s Center and the Office of Student Affairs including the Assistant Vice President and Dean of Students and the Assistant Dean of Students who is responsible for Judicial Affairs. All strive to engage students, assure they learn skills to succeed academically and to contribute to their psychological and physical well-being.

Great effort was made to reach out to out diverse student population in our commitment to diversity issues. For example, this year’s Annual Dr. Martin Luther King, Jr. Convocation was a huge success with over 200 people in attendance. This event was also well attended by people from the Corpus Christi community, especially the African American leaders from the local community. We also had a successful MLK March and many events to celebrate Black History Month, Hispanic Heritage Month and the Women’s Center activities. As a result, partnerships were formed for future programs and activities.

This year was challenging from a budget perspective. The University had a flat enrollment year. Due to conservative budgeting, all income projections for all fees (Student Services, Recreational Sports, Health Services and the University Center Complex fees) were met. All departments kept to their budgets. The Division still has a fund balance of almost 2.4 million dollars, of that: one million is committed for construction of the University Center. Each year, $50,000 is taken from the fund balance for debt service. This commitment is for 20 years. In addition, the Division is funding the new Jack and Susie Dugan Wellness Center, a commitment of $1.00/sch of new student services fees for a four year period. This is the fourth and final year we will increase the set aside $1.00 of Student Services Fees. This commitment will last until 2036 and has made it very difficult to plan any new programs, activities, and or services.

**Public/Community Service**

The VPSA, Dr. Eliot Chenaux represents the Division on University Committees and Councils, Professional Organizations and the Community.

University:
Presidents Cabinet
University Diversity Committee, Chair
Honors Council
Chancellor Student Advisory Board, Advisor
Student Affairs Council, Chair
Housing Management Committee
Retention Committee
SAC's QEP Committee
President's Ambassadors
Student Publication Committee
Critical Incident Team and Hurricane Committee
Inter-institutional Development Committee with Del Mar College
Chair Search Committee for Executive Director Art Museum of South Texas
Search Committee for Executive VP Finance and Administration

Professional:
Council of Student Services Vice Presidents-Chair elect
Hispanic Association of Colleges and Universities- University Representative
NASPA
Texas Association of College and University Personnel Administrators

Community:
Art Museum of South Texas Board of Directors and Adult Education Committee Chair.
University Chair for American Diabetes Association walk schedulded for October 11, 2008.

The AVPSA/Dean of Students Ms. Ann Degaish represents the division on committees and councils at the University:

Student Affairs Council
CAS Housing and Residence Life Self-Study, Chair
I-CARE, chair
First Year Experience Council, Co-Chair
Student Athlete Health and Wellness Advisory Committee
Inter-Institutional Program Development Committee
Islander Lights Planning Committee
Intercollegiate Athletic Council
Disabilities Advisory Council
DCC-Emergency Communication Committee
Web re-design Committee
Ceremonies Committee
University Prep Steering Committee
Islander Tribute
Homecoming Committee
Leadership and Service Award Committee

Professional
TACUSPA

**Anticipated Challenges**
The biggest challenge this year has been the development of the budget. Budgets were built on a flat student enrollment. This was the fourth year of a set aside for the Jack and Susie Dugan Wellness Center. The set aside for this year was $317, 225 for a total amount of $983,225. The debt service for the building will be in the range of a million dollars for the next 30 years. There has been an insurmountable number of cases of students with very severe psychological problems. the staff has worked with several students and their families to seek assistance. Five of these students left the University of their own volition to seek treatment. As with past years, we are adding programming and increasing our efforts to reduce the number of drug and alcohol related instances in on-campus housing. The Disability Services Office has had an increase in clients.
Closing the Loop / Planned Actions

Planned actions in response to items measured and critical needs within the division include:
1. Hire Information Technology Specialist
2. Plan and prepare funding for University Center expansion
3. Fund remodeling of University Center second floor to create needed office space
4. Pursue funding of University Housing account from the Housing Services account
5. Implement and promote electronic communications
6. Implement and seek programs to promote community service
7. Evaluate Student Affairs approach to New Student Orientation

Summary of Requested Resources

The Division of Student Affairs has several critical needs in order expand to meet University growth:

- $56,000  Hire Information Technology Specialist
- $15,000  Fund community service activities
- $18,000,000  Plan and prepare funding for University Center expansion
- $25,000  Fund remodeling of University Center second floor to create needed office space
- $40,688  Pursue funding of University Housing account from the Housing Services account

Administrative Unit Accomplishments

The Division of Student Affairs is committed to providing excellent customer service by having well-trained staff in each department. This year, the division held monthly staff development training with an average attendance of 97% (up 3% over last year). Examples of topics include: QPR: Question, Persuade and Refer (to Counseling), CORE Alcohol and Drug Survey Results and Workplace Safety. New Employee Luncheons are also held to review Momentum 2015 and division goals with new hires (100% participation).

The Division collaborated with University Services to organize the second annual "Passport to the Island" during new student orientation. Forty areas across the University participated in the eight orientation programs to promote services and programs. Student Affairs also held a "Safe Living" program during orientation to inform and prepare new students and parents for crisis issues. The Division assisted with the Islander Lights event and coordinated the Wishes & Dreams toy drive as a community service project, collecting over 970 toys and $870 which were distributed to local children through CCPD.

The Division has formed an I-CARE team to evaluate and provide recommendations for students displaying behavior that raises concerns for the campus community. This team was developed to address the increase in students arriving at college with severe emotional issue and in response to recent critical events across the nation. Policies and procedures were drafted to govern the team. Training with team members and support staff has taken place and promotion to the University community has begun.

Three students were honored during Islander Tribute, a ceremony to honor Islanders who passed away in the last year. In April, the Division presented Leadership and Service awards to the following individuals: Newman Wong- VPSA Impact Award, Eric Holguin- Emerging Leader Award, Jennifer Kotzur- Spirit Award, Dr. Janet Tillenger-Amigos de la Isla award, Sterling Kelly- Amigos de la Isla award, Dr. Jan Haswell- Advisor of the Year, Psychology Club- Organization of the Year. The division ring recipient was Cristina Dominguez and the University Student Employee of the Year was Selena Armendarez. The Division awarded ten $1000 Leadership Scholarships in
the name of deceased Islanders and continued funding for scholarships in Music and ROTC.

We have made significant progress in substance abuse prevention efforts this year. The Islander’s Alcohol and Drug Abuse Prevention Team (I-ADAPT) is committed to promoting healthy choices among the TAMUCC campus community in order to reduce the negative consequences of alcohol and drug use/abuse. Prevention activities are better coordinated and the number and variety of activities has increased. In 2007, the first social norms marketing campaign was launched and received a great deal of attention by the student body. The three primary program needs and goals include:

- I-ADAPT recognition as a University Committee with campus wide representation.
- Employee AOD Survey
- Increased funding to meet goals and objectives

Teaching Results / Accomplishments
Not applicable to this area.

Research/Scholar Activity Accomplishment
Not applicable to this area.

Detailed Assessment Report
2007-2008 Career Services

Mission/Purpose
Career Services is a service for students, alumni, university, and the community driven by the ideals of excellence in career guidance, professional development and employment.

Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

O 1: Assist students to compete for employment.
Programs that assist students to develop the skills necessary to compete for employment in a rapidly changing, competency-based, global workplace.

Strategic Plans:
Texas A&M-Corpus Christi
1.3 Promote lifelong learning and global citizenship.
1.6 Commitment to student diversity and quality.

Related Measures:
M 1: Job Fair Participation
Job Fair participation rates.
Source of Evidence: Activity volume

Document:
Fair Attendance

Achievement Target:
Increase job fair student participation rate by 15%.

Document:
Fair Attendance

Findings (2007-2008) - Achievement Target: Not Met
Job Fair student participation: 2006-2007 1,682 students 2007-2008 1602 students a decrease of 80 students; 4.75% decrease NOTE: Totals include the Virtual Career Fair which was added in the summer of 2008.

Established by Migration Tool on 9/16/2008

Document:
Fair Attendance

Findings (2006-2007) - Achievement Target: Met
Job Fair student participation: 2005-2006 1,029 students 2006-2007 1,682 students an increase of 653 students; 63.5% increase NOTE: A new fair was added to the spring semester.

Related Action Plans:
Job Fair Participation
Action plans include building relationships with faculty to improve attendance of students at each of the fairs. Reaching out to the students through our online database to spread the word about the fair.

For more information, see the Action Plan Details section of this report.

M 2: Workshop Participation
Number of participants attending workshops
Source of Evidence: Activity volume

Document:
Counselor Report Totals

Achievement Target:
Track workshop participation through sign-in sheets

Findings (2007-2008) - Achievement Target: Met
Total participation of students attending workshops offered both in the classroom and the career center 2,937

Document:
Counselor Report Totals

Findings (2006-2007) - Achievement Target: Met
2006-2007: 90 students participated in workshops offered in the Career Center.

M 3: Classroom presentation participation
Participation of colleges in utilizing classroom presentations
Source of Evidence: Activity volume
Document:

**Counselor Report Totals**

**Achievement Target:**
Track classroom presentations in each college through counselor reports

**Findings (2007-2008) - Achievement Target: Met**
Classroom presentations: College of Business: 7 presentation; College of Education: 19 presentation; College of Liberal Arts: 15 presentations; College of Nursing: 3 presentations; College of Science and Technology: 9 presentations; Other: 26 presentations. An increase of 172% presentations.


Document:

**Counselor Report Totals**

**Findings (2006-2007) - Achievement Target: Met**
Classroom presentations: College of Business: 1 presentation 65 students College of Education: 10 presentation 426 students College of Liberal Arts: 7 presentations 202 students College of Nursing: 1 presentations 39 students College of Science and Technology: 6 presentations 105 students An increase of 1300% presentations and an increase 209% student participation

**M 4: Career Counseling Satisfaction**
Create a Career Counseling Satisfaction survey

Source of Evidence: Client satisfaction survey (student, faculty)

**Achievement Target:**
>=75% satisfaction.

**Findings (2007-2008) - Achievement Target: Not Met**
A satisfaction survey was not created or administered.

**Findings (2006-2007) - Achievement Target: Not Met**
A satisfaction survey was not created or administered.

**Related Action Plans:**

**Satisfaction Survey**
Currently the satisfaction survey is being developed and will be implemented during Spring 2009.
For more information, see the Action Plan Details section of this report.

**O 2: Enhance students’ career development opportunities**
Work collaboratively with relevant constituencies of the institution and public to enhance students’ career development opportunities

**Strategic Plans:**
Texas A&M-Corpus Christi
1.2 Achieve targeted national prominence.
1.3 Promote lifelong learning and global citizenship.
1.6 Commitment to student diversity and quality.

**Related Measures:**

**M 5: Internship participation**
Track Internship participation and opportunities through reported data in I-Link

Source of Evidence: Activity volume
Achievement Target:
Increase reported student participation of internships >=50%. Increase employers offering internships by 25%.

**Findings (2007-2008) - Achievement Target: Partially Met**
Internships Reported 06-07 = 28, 07-08=38 An increase of 10 more internships reported. An increase of 36%.

Employers offering Internships 06-07=71, 07-08=91. A decrease of 20 internships offered. A increase of 28%.

Documents:
- Internship Data
- Job Statistics
- CSO Job posting total

**Findings (2006-2007) - Achievement Target: Met**
Internships Reported 2006 = 10 2007 = 28 An increase of 18 more internships reported. An increase of 80%. Employers offering Internships 05-06: 99 06-07: 166 An increase of 67 internships offered An increase of 68%.

**Related Action Plans:**
**Increase internship opportunities**
The Small Internship Programs has offered increased our internship opportunities. The 4A Board has set a limit on the amount of money that can be used in a given semester for these internship opportunities. We will continue to work with this groups to proved good paying, high quality internships.

In addition to the SIP program, we are trying to work with the colleges and faculty to share the information about internship opportunities. We know that students are participating in internships but are not being identified or reported through our office.
For more information, see the Action Plan Details section of this report.

M 6: **Track Full Time employment**
Track full time employment opportunities through jobs reported in I-Link

**Source of Evidence:** Activity volume

Documents:
- Job Statistics
- CSO Job posting total

**Achievement Target:**
Increase full-time employment opportunities reporting by 10%.

**Findings (2007-2008) - Achievement Target: Met**
Full-Time Employment Opportunities reported 06-07: 490, 07-08: 699 Increased opportunities by 209, an increase of 43%.
**Findings (2006-2007) - Achievement Target: Not Met**
Full-Time Employment Opportunities reported 05-06: 1010 06-07: 1048
Increased opportunities by 38, an increase of 4%.

**M 7: Track Part Time employment**
Track part time employment opportunities and placements through reported information in I-Link
Source of Evidence: Activity volume

**Achievement Target:**
Increase part-time employment opportunities by 10% Increase part-time placements by 10%

**Findings (2007-2008) - Achievement Target: Met**
On Campus Part-Time Employment Opportunities 06-07: 78, 07-08: 129 An increase of 51 opportunities, 65%.

Off Campus Part-Time Employment Opportunities 06-07: 372, 07-08: 411 An increase of 39 offered; 10.5%.

Part-Time Placement 2006: 134; 2007: 226 An increase of 92 placements; 69%.

**Document:**
Job Statistics

**Findings (2006-2007) - Achievement Target: Met**

**M 8: Track faculty contacts**
Track faculty contacts through counselor reports
Source of Evidence: Activity volume

**Achievement Target:**
Each Counselor is to make contact with Faculty and staff a minimum of 20 times a month.

**Findings (2007-2008) - Achievement Target: Met**
Counselors had contact with faculty and staff an average of 56 personal contacts a month.

**Document:**
Counselor Report Totals

**Findings (2006-2007) - Achievement Target: Met**
Counselors met with faculty an average of 6 personal contacts a month.

**M 9: Track employer contacts**
Track employer contacts through Staff reports
Source of Evidence: Activity volume
Counselor Report Totals

Achievement Target:
Staff will make a minimum of 12 employer contacts per month collectively.

Findings (2007-2008) - Achievement Target: Met
The staff made an average of 29.4 employer contacts per month collectively.

Document: Counselor Report Totals

Findings (2006-2007) - Achievement Target: Met
The staff made an average of 20 employer contacts per month collectively.

M 10: Create an Advisory Board
Create an Advisory Board of community and faculty
Source of Evidence: Administrative Measure

Achievement Target:
Advisory Board will begin meeting in Spring 07

Findings (2007-2008) - Achievement Target: Not Met
Creation of advisory board was contingent on the hiring of an Employee Relations Manager. Funding was not available for this position in 2007-2008.

Findings (2006-2007) - Achievement Target: Not Met
The Advisory Board has not been formed.

Related Action Plans:
Create Advisory Board
The Employee Relations Manager’s primary responsibility is to be out in the community creating opportunities for our students. This position also acts as the liaison for the Advisory Board.
For more information, see the Action Plan Details section of this report.

O 3: Good stewardship of resources.
Practice good stewardship of human and fiscal resources.

Strategic Plans:
Texas A&M-Corpus Christi
  1.1 Provide excellent academic programs & instruction.
  1.3 Promote lifelong learning and global citizenship.
  1.4 Provide a supportive and safe campus environment
  1.6 Commitment to student diversity and quality.

Related Measures:

M 11: Track staff development
Track the professional development of each full time employee
Source of Evidence: Activity volume

Document: Staff Development and Retention

Achievement Target:
Full time staff attendance >=80% at each divisional staff development day.
Each professional staff attend conference/workshops >=1/year.
Findings (2007-2008) - Achievement Target: Met
Full time staff development attendance Mean: 90% Director: 100%
Assistant Director: 100% Counselor 1: 60% Counselor 2: 100% Job
Developer: 100% Administrative Assistant: 80% Each professional staff member attended at least one conference/workshop within the fiscal year.

Document:  
Staff Development and Retention

Findings (2006-2007) - Achievement Target: Met
Full time staff development attendance Mean: 97% Director: 100%
Assistant Director: 100% Counselor 1: 100% Counselor 2: 100% Job Developer: 100% Administrative Assistant: 83% Each professional staff member attended at least one conference/workshop within the fiscal year.

M 12: Employee Retention
Full time staff retention
Source of Evidence: Activity volume

Document:  
Staff Development and Retention

Achievement Target:
Full time staff retention at 3 years or more >=50% with Career Services

Findings (2007-2008) - Achievement Target: Met
Full Time Staff Retention: Median: 4 years Mean: 5.5 years
Director=4 years;
Assistant Director = 7 years;
Counselor 1 = 3 years;
Counselor 2 = 1 year;
Job Developer = 14 years;
Administrative Assistant = 4 years;

Document:  
Staff Development and Retention

Findings (2006-2007) - Achievement Target: Met
Full Time Staff Retention: Median: 3 years Mean: 4.6 years Director=3 years Assistant Director = 6 years Counselor 1 = 2 years Counselor 2 = 6 months Job Developer = 13 years Administrative Assistant = 3 years

M 13: Budget
Monies spent in accordance to budget
Source of Evidence: Document Analysis

Document:  
Ending Budget

Achievement Target:
Expenditures will be <= budget

Findings (2007-2008) - Achievement Target: Met
Budget FY 08 Ending Balance $1135.22

Document:  
Ending Budget

Findings (2006-2007) - Achievement Target: Met
Budget FY 06 Ending Balance $232.67
Details for Action Plans Established This Cycle

Create Advisory Board
The Employee Relations Manager's primary responsibility is to be out in the community creating opportunities for our students. This position also acts as the liaison for the Advisory Board.

- **Priority:** Medium
- **Target Date:** 09/2010
  Beginning of new fiscal year 2010
- **Responsible Person/Group:** Director
- **Additional Resources Needed:** new money to support meetings and activities
- **Budget Amount Requested:** $1000

Increase internship opportunities
The Small Internship Programs has offered increased our internship opportunities. The 4A Board has set a limit on the amount of money that can be used in a given semester for these internship opportunities. We will continue to work with this groups to proved good paying, high quality internships.

In addition to the SIP program, we are trying to work with the colleges and faculty to share the information about internship opportunities. We know that students are participating in internships but are not being identified or reported through our office.

- **Priority:** Medium
- **Target Date:** 12/2009
- **Responsible Person/Group:** Director and Assistant Director of Career Services
- **Additional Resources Needed:** none at present
- **Budget Amount Requested:** $0

Job Fair Participation
Action plans include building relationships with faculty to improve attendance of students at each of the fairs. Reaching out to the students through our online database to spread the word about the fair.

- **Priority:** Medium
- **Target Date:** 05/2010
  Totals at the end of the year will meet the new objective
- **Responsible Person/Group:** Career Services Staff
- **Additional Resources Needed:** None
- **Budget Amount Requested:** $0

Satisfaction Survey
Currently the satisfaction survey is being developed and will be implemented during Spring 2009.

- **Priority:** High
- **Target Date:** 07/2009
  complete survey
- **Responsible Person/Group:** Director, Career Services
- **Additional Resources Needed:** none
- **Budget Amount Requested:** $0
Analysis Answers

What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?

Career Services continues to improve in the areas of workshop and classroom participation. The career counselors are reaching out to the faculty to make presentations in the classroom where we have a more captive audience.

Full-time employment and part-time employment opportunities are up from last year. A more concentrated effort to market our services to the campus and community at large is building a reputation for companies to use our services. Internship opportunities are increasing due to our collaborative effort with the City of Corpus Christi and the 4A Board. While we did not completely meet the increased goal, we still improved over last year. A concentrated effort by everyone in the department to make contact with faculty and recruiters is becoming more natural and therefore easier to do.

Continuing to make staff development a priority helps with moral and employee retention. Although we continue to do business as usual and bring high quality services and programs to our students financial cuts puts a strain on the department.

What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?

Career Fairs is an area in which goals were not met. There was improvement over last year but not at the target that was set. Our Career Fairs are considered some of the best fairs in South Texas according to our recruiters. Participation by the students remains a challenge.

Formally surveying our counseling services has not been a priority. We listen to our students when they have opinions, we share with the staff when positive and ways to improve come into the office and the office responds appropriately. A survey is being created to formally assess the services and will be offered both in paper and electronic format.

Annual Reports

Executive Summary

Several Fortune 500 and other major private companies interviewed on campus. Career Services received a grant from the Economic Development Corporation (EDC) 4A Board and the City of Corpus Christi for a Small Business Internship Program. The grant is for spring 2008 to spring 2009 with a total amount of $125,929. Continuing to connect with community partners three new community service sites was added. Relationships with faculty are improving resulting in more classroom presentations and more departments posting positions. Increased awareness of Career Services with new students through a Parent Listservice. Students participating in career fairs were up 22% over last year. We faced a new challenge at the All Major Career Fair when students and faculty when students and faculty protested against Citgo and a student protested against the presence of the military recruiters.

Public/Community Service

CAMPUS COMMUNITY ACTIVITIES
- RA Training Class
- Athletic Wellness Wheel Program
- Pan Dulce for Professors
- Presidents Picnic
- Late Night Breakfast
- Orientation
- Island Days
- Aloha Days
- State of the University
- Islander Lights
- Waves of Welcome
- Homecoming
- Miramar Move In
- Employee Development Day
- President’s Picnic

COMMUNITY OUTREACH ACTIVITIES

- HEB Women in Leadership Seminar
- University Prep High School presentation
- Disability Navigators
- Social Security
- Internship Development Meetings
- Disability Network Group
- Lighthouse Homeschool Group
- Ingleside Rotary Club
- Wednesday Morning Breakfast Group
- It Pays to Work presentation
• State of the Workforce in Corpus Christi
• Moody High School
• Westside Business Association Presentation

COMMUNITY SERVICE/PHILANTHROPIC ACTIVITY

• Wishes and Dreams toy collection-Kristopher Garza, Terri Howe, Sharon Herrera, Jo Anna Franke, Sara Lopez
• Wrapped and Delivered toys for Wishes and Dreams-Sara Lopez
• Missionary trip to Jamaica-Terri Howe

Anticipated Challenges

1. The economy directly effects the recruitment of our students. Challenges are to maintain the companies participating in career fairs and on-campus recruiting. Money generated through Career Fairs has a direct impact on the departments budget.

2. Staffing is an anticipated challenge. As the department continues to make connections with the faculty the demand of our staff increases. The department and division has recognized the importance of an Employee Relations Manager to recruit businesses but budget constraints and other needs have taken precedence over this position. The department has also recognized the importance of 2 additional Career Counselors to increase the collaboration that has been bridged with persevpective
colleges.

3. Fiscal needs continue to be a challenge. Our current budget only sustains salaries and benefits.

4. Donations and funding for programs and events from external sources. Currently we depend on donations from recruiters to support the Business Etiquette Dinner, Get the Job Fashion Show, Student Employee of the Year Reception, and Student Employment Luncheon.

Closing the Loop / Planned Actions
Career Services is committed to continue bringing the quality of services and programs to the students and recruiters. A career services survey is being created and implemented to better assess the day to day operations. We will continue to build relationships with faculty and staff to improve attendance of students at each of the fairs and try to ensure the collaboration of information about opportunities for employment and internships.

Summary of Requested Resources
Funding for Employee Relations Manager, $42,000 annual salary + $12,180 benefits. In addition $1,000 to create and sustain the Career Services Advisory Board.

Administrative Unit Accomplishments

Highlights of the Year

We began the 2007-2008 school year with 5 professional staff, one administrative assistant, and seven student workers. Due to a new initiative with the city of Corpus Christi we had three undergraduate interns, Newman Wong, Celeste Torres and Nicholas Weaver who worked with our internship grant.

One of Career Services main objective is to become a better presence within our campus community. Career Services participated in many activities throughout the year. Some of these events include Island Days, Orientation, Miramar Move-In, Waves of Welcome calendar distribution, Late Night Breakfast, President’s Picnic, Homecoming Kick-off Picnic, Employee Development Day, Employee Bar-B-Que, and Islander Lights.

Professional development is very important to the staff. Jo Anna Franke attended NASPA national conference. Terri Howe attended the CEIA Southwest Regional Conference. Nancy Salinas attended the NCDA national conference training. Jo Anna Franke, Terri Howe, Nancy Salinas and Sharon Herrera attended the SoACE Regional Conference in San Antonio, TX and everybody participated in the Student Affairs Staff Development and Employee Development Day sponsored by the university.
In order to keep our team united and employee moral up our department participated in several fun activities throughout the year. Sara Lopez coordinated the third annual Christmas Cookie Exchange for the division of Student Affairs and University Center tenants. We also participated in the Halloween Door decorating contest, where we took the award for the most resourceful theme. We also participated in dressing up for Halloween. This year’s theme was Cowboys. We held our annual Thanksgiving feast for our students and invited a few members from other departments to join us as well as the student workers parents. We participated in the Holiday door decorating contest and the Homecoming door decorating contest where we took most diverse.

Programs

**JOB FAIRS**

Job Fairs are an important part of helping our students come in contact with prospective employees as well as provide the employer the opportunity to see the qualities of our students. Students can explore employment opportunities in a non-threatening, low-pressure environment. Employers have the opportunity to provide information about their company, to raise awareness and visibility to attract candidates for internships, part-time, and full-time employment.

<table>
<thead>
<tr>
<th>FALL FAIRS</th>
<th>Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2005</td>
</tr>
<tr>
<td></td>
<td>Recruiters</td>
</tr>
<tr>
<td>All Major Career Fair</td>
<td>49</td>
</tr>
<tr>
<td>Teacher Job Fair</td>
<td>66</td>
</tr>
</tbody>
</table>
Business Etiquette Dinner is an annual event for Career Services. The event is held every Fall and students have the opportunity to learn a lesson in fine dining and business etiquette. Jane Ibanez served as our etiquette specialist. Mrs. Ibanez provides lessons in both American style and Continental style of dining. She appeals to the students to take into

<table>
<thead>
<tr>
<th>Graduate School Fair</th>
<th>46</th>
<th>170</th>
<th>48</th>
<th>209</th>
<th>47</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer Fair/Fall Fest</td>
<td>N/A</td>
<td>N/A</td>
<td>18</td>
<td>138</td>
<td>18</td>
</tr>
</tbody>
</table>

### SPRING FAIRS

#### Attendance

<table>
<thead>
<tr>
<th></th>
<th>2006</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Recruiters</td>
<td>Students</td>
</tr>
<tr>
<td>All Major Career Fair</td>
<td>49</td>
<td>365</td>
</tr>
<tr>
<td>Teacher Job Fair</td>
<td>133</td>
<td>247</td>
</tr>
<tr>
<td>Health Care Professional Job Fair</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>
consideration the global aspect of etiquette. Students were charged $5.00 for tickets and they receive a full meal along with the chance to network with faculty and business professionals from the Corpus Christi community.

<table>
<thead>
<tr>
<th>YEAR</th>
<th>TICKETS SOLD</th>
<th>COMPLIMENTARY TICKETS</th>
<th>ACTUALLY ATTENDED</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004</td>
<td>87</td>
<td>23</td>
<td>94</td>
</tr>
<tr>
<td>2005</td>
<td>107</td>
<td>31</td>
<td>91</td>
</tr>
<tr>
<td>2006</td>
<td>83</td>
<td>29</td>
<td>103</td>
</tr>
<tr>
<td>2007</td>
<td>135</td>
<td>29</td>
<td>105</td>
</tr>
</tbody>
</table>

**GET THE JOB**

The 12th Annual Get the Job Career Connections Seminar and Fashion Show took place on February 5, 2007 from 2:30 – 4:30pm in the Lone Star Ballroom.

<table>
<thead>
<tr>
<th></th>
<th>Get the Job</th>
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</thead>
<tbody>
<tr>
<td>Attendance</td>
<td></td>
</tr>
<tr>
<td>2006</td>
<td>116</td>
</tr>
<tr>
<td>2007</td>
<td>89</td>
</tr>
<tr>
<td>2008</td>
<td>33</td>
</tr>
</tbody>
</table>

**ON-CAMPUS RECRUITING**

The on-campus recruitment program offers students the opportunity to meet and interview with all types of employers who visit campus throughout the year.
## ON CAMPUS RECRUITING

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Number of Companies</td>
<td>18</td>
<td>21</td>
<td>30</td>
</tr>
</tbody>
</table>

## 2007-2008 ON CAMPUS RECRUITING COMPANIES

<table>
<thead>
<tr>
<th>Company</th>
<th>Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>ExxonMobil</td>
<td>Sherwin Williams</td>
</tr>
<tr>
<td>Advanced Acoustic</td>
<td>APAC</td>
</tr>
<tr>
<td>CC Beat</td>
<td>Consolidated Electric</td>
</tr>
<tr>
<td>Dallas Police Department</td>
<td>Enterprise Rent-A-Car</td>
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<tr>
<td>Environmental Protection Agency</td>
<td>First Data</td>
</tr>
<tr>
<td>Forever XXI</td>
<td>Freddie Mac</td>
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<tr>
<td>HACU</td>
<td>HEB</td>
</tr>
<tr>
<td>Kiewit</td>
<td>KPMG</td>
</tr>
<tr>
<td>National Institute of Health</td>
<td>Philmont Scout Ranch</td>
</tr>
<tr>
<td>Southwest Research</td>
<td>Target</td>
</tr>
<tr>
<td>Texas State University</td>
<td>United States Marines</td>
</tr>
<tr>
<td>United State Navy</td>
<td>US Air Force Place Program</td>
</tr>
<tr>
<td></td>
<td>(Public Affairs)</td>
</tr>
<tr>
<td>US Customs &amp; Border Protection</td>
<td>US Steel</td>
</tr>
<tr>
<td>USAA</td>
<td>UT Law School</td>
</tr>
<tr>
<td>Vector Marketing</td>
<td>Walgreens</td>
</tr>
</tbody>
</table>
WORKSHOPS AND CLASSROOM PRESENTATIONS

Workshops and classroom presentations provide our students with the best up to date assistance on a variety of topics that will enhance their ability to obtain employment and improve their employability.

<table>
<thead>
<tr>
<th>WORKSHOPS/CLASSROOM PRESENTATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006</td>
</tr>
<tr>
<td>47</td>
</tr>
</tbody>
</table>
STUDENT EMPLOYEE OF THE YEAR AWARD

The National Student Employment Week is sponsored by Career Services and Financial Aid. It is a program designed to recognizing student workers who make campuses more successful. The winner of the award receives a $100 Sanddollar card and his or her name will be added to a plaque that hangs in Career Services. The winner of the event will compete in the Southern Association of Student Employment Administrators Student Employee of the Year contest. The winner of the regional competition receives a plaque and a $200 savings bond.

Spring 2007 marked the 4th Annual Student Employee of the Year Award Program. Winners are:

<table>
<thead>
<tr>
<th></th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lori Balerio</td>
<td>Tonya Lopez</td>
<td>Selena Almendarez</td>
<td></td>
</tr>
</tbody>
</table>

- Ryan Fikes went on to win Regional and National Student Employee of the Year for 2004
- Lori Balerio went on to win Regional Employee of the Year for 2006

JOB STATISTICS

<table>
<thead>
<tr>
<th>I-Link Data</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Referrals Total</td>
<td>3,622</td>
<td>6,354</td>
<td>6,150</td>
</tr>
<tr>
<td>JLD Placement</td>
<td>134</td>
<td>226</td>
<td>276</td>
</tr>
<tr>
<td>On Campus</td>
<td>86</td>
<td>196</td>
<td>237</td>
</tr>
<tr>
<td>Community</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Work Study</td>
<td>16</td>
<td>18</td>
<td>6</td>
</tr>
<tr>
<td>-------------------</td>
<td>----</td>
<td>----</td>
<td>---</td>
</tr>
<tr>
<td>Intern</td>
<td>10</td>
<td>28</td>
<td>38</td>
</tr>
<tr>
<td>Professional</td>
<td>12</td>
<td>48</td>
<td>37</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>I-Link Data</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Earnings Total $</td>
<td>$1,928,779.76</td>
<td>$4,091,710.14</td>
<td>$4,480,031.81</td>
</tr>
<tr>
<td>JLD Earnings $</td>
<td>$1,014,069.00</td>
<td>$1,443,269.44</td>
<td>$1,959,267.70</td>
</tr>
<tr>
<td>On Campus Earnings $</td>
<td>$329,630.76</td>
<td>$774,689.50</td>
<td>$1,150,809.00</td>
</tr>
<tr>
<td>Community Service Work Study Earnings $</td>
<td>$164,120.00</td>
<td>$99,716.00</td>
<td>$50,830.00</td>
</tr>
<tr>
<td>Intern Earnings $</td>
<td>$91,600.00</td>
<td>$134,576.00</td>
<td>$210,078.00</td>
</tr>
<tr>
<td>Professional $</td>
<td>$329,360.00</td>
<td>$1,639,459.14</td>
<td>$1,109,047.00</td>
</tr>
</tbody>
</table>
SMALL BUSINESS INTERNSHIP

Overview

This program is a collaboration between Texas A&M University-Corpus Christi, the City of Corpus Christi 4A Board, Del Mar College and Worksource. It allows money from the city to help small businesses within Corpus Christi to hire interns and provide for approximately half of the students wages. The intent is to grow small businesses so that they experience growth and therefore create professional job opportunities.

Purpose

The Texas A&M University-Corpus Christi Small Business Internship Program is an opportunity for small businesses in Corpus Christi to grow with the assistance of highly trained students to meet their specific business needs. It is a partnership with small business employers who can offer students productive and meaningful work assignments with a learning component related to their major.

Benefit

There are numerous benefits for the employer who partners with TAMU-CC in an internship program. Our goal is to ensure that all internships are mutually beneficial to the student and employer by providing access to bright, ambitious students.

- Recruit motivated & career-oriented students to help your business grow!

- Employers have the added benefit of being reimbursed a portion of the student’s wage (up to the amount of the current minimum wage).
Reduced costs associated with recruiting and training create potential permanent employees for your business.

A close business partnership is established between employers and Texas A&M University-Corpus Christi.
**Small Business Internship Program**

<table>
<thead>
<tr>
<th>Participation</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Companies contacted prior to cut off date*</td>
<td>85</td>
<td></td>
<td>100%</td>
</tr>
<tr>
<td>Companies tentatively agreed to participate</td>
<td>9</td>
<td></td>
<td>10.5%</td>
</tr>
<tr>
<td>Actual Spring 2008 Participants</td>
<td>2</td>
<td></td>
<td>2.35%</td>
</tr>
</tbody>
</table>

**Management Information/Computer Science**

<table>
<thead>
<tr>
<th>Management Information/Computer Science</th>
<th></th>
<th></th>
<th>44%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comm/PR/Marketing</td>
<td></td>
<td></td>
<td>44%</td>
</tr>
<tr>
<td>Accounting</td>
<td>1</td>
<td></td>
<td>11%</td>
</tr>
</tbody>
</table>

**Influencing Company Participation for Spring 2008**

<table>
<thead>
<tr>
<th>Company unable to find a student to hire prior to February 11, 2008 cutoff date</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>
In order for students to work a minimum of 12 weeks in the semester, they needed to be employed by the participating company no later than February 11, 2008.

### Projections for Fall 2008

<table>
<thead>
<tr>
<th>Event</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Posted position after cutoff date</td>
<td>1</td>
</tr>
<tr>
<td>Hired a student after cutoff date</td>
<td>1</td>
</tr>
<tr>
<td>Did not return agreement/reimbursement paperwork to university</td>
<td>1</td>
</tr>
<tr>
<td>Participated in program through Del Mar College</td>
<td>1</td>
</tr>
<tr>
<td>Expessed interest in program after cutoff date</td>
<td>2</td>
</tr>
</tbody>
</table>

*In order for students to work a minimum of 12 weeks in the semester, they needed to be employed by the participating company no later than February 11, 2008.

### Small Business Internship Program

<table>
<thead>
<tr>
<th>Event</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Companies contacted prior to cut off date*</td>
<td>100</td>
<td>100%</td>
</tr>
<tr>
<td># of Participants in beginning</td>
<td>25</td>
<td>25%</td>
</tr>
</tbody>
</table>

*Companies contacted prior to cut off date: 187; Companies expressing interest to date: 12; Expected company participants: 25; Expected student participants: 28.
<table>
<thead>
<tr>
<th>Participants who completed</th>
<th>14</th>
<th>14%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management Information Science/Computer Science</td>
<td>4</td>
<td>28.5%</td>
</tr>
<tr>
<td>Comm/PR/Marketing</td>
<td>6</td>
<td>43.5%</td>
</tr>
<tr>
<td>Accounting</td>
<td>1</td>
<td>7%</td>
</tr>
<tr>
<td>Business</td>
<td>3</td>
<td>21%</td>
</tr>
</tbody>
</table>

**Company Participation for Summer 2008**

<table>
<thead>
<tr>
<th>Reason</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company unable to find a student to hire prior to June 2, 2008 cutoff date</td>
<td>1</td>
</tr>
<tr>
<td>Posted position after cutoff date</td>
<td>4</td>
</tr>
<tr>
<td>Hired a student after cutoff date</td>
<td>2</td>
</tr>
<tr>
<td>Did not return agreement/reimbursement paperwork to university</td>
<td>1</td>
</tr>
<tr>
<td>Participated in program through Del Mar College</td>
<td>1</td>
</tr>
<tr>
<td>Expressed interest in program after cutoff date</td>
<td>7</td>
</tr>
</tbody>
</table>

**Projections for Fall 2008**

<table>
<thead>
<tr>
<th>Projections</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Companies contacted to date</td>
<td>200</td>
</tr>
<tr>
<td>Companies expressing interest to date</td>
<td>30</td>
</tr>
</tbody>
</table>
*In order for students to work a minimum of 12 weeks in the semester, they needed to be employed by the participating company no late than June 2, 2008.

### Companies Participating

#### Spring 2007

<table>
<thead>
<tr>
<th>Company</th>
<th>Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Acoustic Concepts</td>
<td>Ensemble Group</td>
</tr>
</tbody>
</table>

#### Summer 2007

<table>
<thead>
<tr>
<th>Company</th>
<th>Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Acoustic Concepts</td>
<td>Ensemble Group</td>
</tr>
<tr>
<td>Coastal Cycle Academy</td>
<td>Corpus Christi Cycle Plaza</td>
</tr>
<tr>
<td>Ed Cantu Insurance</td>
<td>Focus 1 HR Group</td>
</tr>
<tr>
<td>Great Sage</td>
<td>QSR Online</td>
</tr>
<tr>
<td>Probado Technologies</td>
<td>We the People</td>
</tr>
<tr>
<td>McLeod Creative</td>
<td>Raul Torres, CPA</td>
</tr>
<tr>
<td>Race Gear, Inc</td>
<td></td>
</tr>
</tbody>
</table>
PROGRAM EVALUATION RESULTS

• Career Fairs-Overall the recruiters feel that the fairs are good. They feel that are students are well prepared and the attendance is good. The recruiters feel that faculty involvement is an area for improvement.

• Career Fairs-Overall the students feel that the fairs are good. The most sited areas for improvement were more recruiters.

• Business Etiquette Dinner-Overall the students feel this program is excellent. They enjoy the fun learning atmosphere and always comment on the amount of things they learn.

• Get the Job-Overall the students feel this program is good. They enjoy the helpful tips that the panel has to offer as well as the tips for what to wear.

NEW INITIATIVES

• Created new part-time on-campus virtual career fair.

• Small Business Internship Program

• Developed 3 new Off-Campus Career Services Work Study sites
  South Texas Botanical Gardens
  21st Century /CCISD
  Big Brothers/ Big Sisters

FACILITIES

• Acquired University Center Room 305 as an office for our Small
Business Interns to work from.
Mission/Purpose

The University Counseling Center is committed to enhancing the overall educational experience of students by providing quality counseling, educational, preventive and consultation services designed to facilitate student development and maximize students’ potential to benefit from the Texas A&M University-Corpus Christi (TAMUCC) academic and extracurricular learning environments and
experience.

Document:  
CAS self study - Mission

Student Learning Outcomes, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

O 2: Provide quality educational & prevention services
Provide quality educational programs and prevention services that aid in the retention and graduation of students.

Document:  
UCC CAS Self Assessment

Strategic Plans:
Texas A&M-Corpus Christi
1.3 Promote lifelong learning and global citizenship.

Related Measures:

M 9: Outreach Programs - Student Satisfaction Data
Outreach Programs - Student Satisfaction Data
Source of Evidence: Client satisfaction survey (student, faculty)

Achievement Target:
Average satisfaction >= 80%

Findings (2007-2008) - Achievement Target: Met
FY 2008 Outreach Satisfaction Data: Average Satisfaction (% students who agreed or strongly agreed that STAR or UCC programs were organized, informative or beneficial to them): STAR Program = 100%; UCC Workshops = 96%

FY 2008 Outreach Learning Outcomes Data: Average increase in knowledge of targeted learning outcome goals: MIP class = 38% increase; STAR Program = 42% increase

Documents:
STAR Program Data
Minors in Possession (MIP) Course
Outreach Programming
Minors in Possession (MIP) Course - Pre and Post Test
UCC Workshop Evaluations

Findings (2006-2007) - Achievement Target: Met
Average Satisfaction = 95% / Average increase in knowledge of targeted learning outcome goals: MIP class = 75% increase; STAR Program = 79% increase

M 10: Practicum/Intern Student Evaluations
Practicum/Intern student evaluations of practicum/intern experience at the Counseling Center
Source of Evidence: Evaluations

Achievement Target:
Completion rate of 100% / Average satisfaction rating >= 90%.
Findings (2007-2008) - Achievement Target: Partially Met
FY 2008: Two practicum students were accepted into the training program. Evaluations were not completed.

Document:
Practicum Student Training Program

Findings (2006-2007) - Achievement Target: Not Met
No practicum student during this fiscal year.

Related Action Plans:
Create Training Program evaluation process.
Create Training Program evaluation process involving gathering feedback from practicum and intern students at the end of every semester.
For more information, see the Action Plan Details section of this report.

Other Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

O 1: Provide quality counseling services.
Provide quality counseling services.

Document:
UCC CAS Self Assessment

Strategic Plans:
Texas A&M-Corpus Christi
1.4 Provide a supportive and safe campus environment

Related Measures:

M 1: Degree of Improvement in Presenting Symptoms
Standardized assessment of severity of symptoms used to assess degree of improvement in presenting symptoms.
Source of Evidence: Benchmarking

Achievement Target:
Severity of students’ initial symptoms will, on average, decrease after 10 sessions.

Findings (2007-2008) - Achievement Target: Not Met
Continued to utilize standardized assessment. Results used clinically, but due to lack of resources data on ‘average decrease’ of presenting symptoms was not collected.

Document:
Outcome Questionnaire (OQ-30)

Findings (2006-2007) - Achievement Target: Not Met
Standardized assessment was implemented. Results used clinically, but due to lack of resources data on ‘average decrease’ of presenting symptoms was not collected.

Related Action Plans:
Hire Information Technology person
Hire Information Technology person to analyze data.
For more information, see the Action Plan Details section of this report.

Identify method of measuring symptom improvement
Research more cost effective and efficient methods of measuring degree of improvement in client symptoms. For more information, see the Action Plan Details section of this report.

M 2: Dissemination of Policies and Procedures
Dissemination of Counseling Center scope of practice policies and procedures for counseling and psychiatry services.

Source of Evidence: Activity volume

Achievement Target:
Dissemination of information regarding changes in counseling or psychiatric policies to at least 95% of active clients utilizing University Counseling Center services.

Findings (2007-2008) - Achievement Target: Met
100% of students seeking services at the University Counseling Center (UCC) were given the 'Informed Consent Agreement' and the 'Student Information Form' and thus notified of the following changes in counseling or psychiatric policies:

1) increased focus on short-term counseling services by UCC staff via revised 'Informed Consent Agreement' given to all students who became UCC clients (all students, and if appropriate legal guardians, must sign agreement before services are rendered); and

2) the new policy to contact designated 'Emergency Contact' when client presents clear and imminent risk of harm to self or others via 'Informed Consent Agreement' and 'Student Information Form' (both forms must be completed by all students who become clients at the UCC).

See forms in Document Repository.

Documents:
UCC Student Information Form
UCC Informed Consent Agreement

Findings (2006-2007) - Achievement Target: Met
100% dissemination of information to students using Counseling Center psychiatric services

M 3: Quality Assurance Program
Create Quality Assurance Procedure to assess charting and documentation compliance.

Source of Evidence: Service Quality

Achievement Target:
Procedure in place and compliance >= 70%.

Findings (2007-2008) - Achievement Target: Not Met
Procedure not created and data on compliance is unavailable. Current software system does not allow tracking.

Findings (2006-2007) - Achievement Target: Not Met
Data not available - current software system does not allow tracking

Related Action Plans:
Create Quality Assurance Procedure
Create and implement a Quality Assurance Procedure. For more information, see the Action Plan Details section of this report.

M 4: 'Use of Service' Data
UCC Use of Service Data

Source of Evidence: Activity volume

**Achievement Target:**
‘Use of services’ numbers reflecting percent of TAMUCC student population served will be comparable within 2% to the percent of university students served nationally as reported by the National Survey of Counseling Center Directors.

**Findings (2007-2008) - Achievement Target: Met**
Based on FY 2008 Student Head Count Enrollment figures from the Planning and Institutional Effectiveness website and on FY 2008 UCC usage statistics, in FY 2007 the UCC staff saw 6.0% of the TAMUCC student population and in FY 2008 saw 6.6% of the TAMUCC student population. This is an increase of 0.6%.

**Documents:**
- PIE Student Headcount Enrollment
- Use of Service data

**Findings (2006-2007) - Achievement Target: Partially Met**
Enrollment = 2.6% increase / Clinical Services = 3% decrease / Psychiatric Services = 15% increase

**Related Action Plans:**
- Additional physical space needed for services.
  Additional space essential to provide counseling services to meet needs of increasing enrollment of TAMUCC.
  For more information, see the Action Plan Details section of this report.
- Update & improve advertising of UCC services
  Identify and implement ways of marketing services which are more up-to-date, efficient, attractive and suitable (in particular electronic methods of advertising). The goal is to market services in a way that informs a greater number of students of UCC services with hope that these students will be more likely to use UCC services as needed.
  For more information, see the Action Plan Details section of this report.
- Hire additional UCC professional staff
  Hire additional University Counseling Center professional staff to expand services and serve more students of the University.
  For more information, see the Action Plan Details section of this report.

**M 5: Noel Levitz survey - Concern for Individual**
Noel Levitz survey - Concern for Individual question specific to the Counseling Center

Source of Evidence: Benchmarking

**Achievement Target:**
Score >= National Average

**Findings (2007-2008) - Achievement Target: Met**
2008 Noel Levitz Student Satisfaction Inventory 'Concern for the Individual' Scale: Counseling staff care about students as individuals.

2008 data: There was a -0.02 change in the TAMUCC 2008 response when compared to the National response. The change was not statistically significant at the .05 or .01 level. Achievement target considered met as the change in TAMUCC response was so small it was not found to be a statistically significant change.

**Document:**
Noel Levitz Student Satisfaction Inventory: Concern for Individual Scale - UCC

Findings (2006-2007) - Achievement Target: Met
Score = 0.15% greater than National Average

M 6: Graduating Student Survey - Quality of Care
Graduating Student Survey - Quality of Care provided by the Counseling Center
Source of Evidence: Client satisfaction survey (student, faculty)

Achievement Target:
Satisfaction >= 80%

Findings (2007-2008) - Achievement Target: Met
FY 2008 Graduating Student Survey - Increased ratings of general satisfaction when compared with satisfaction ratings from AY 2006-07: The quality of care offered by the Counseling Center (95.7%; increase of 0.9%). This rating was the highest among the top five (5) highest "General Experience" satisfaction ratings. Target met: (95.7% > 80%). See the Graduating Student Satisfaction Survey, page 19 (actually 26th page of the document), for data.

Document:
Graduating Student Survey - Quality of Care offered by the UCC

Findings (2006-2007) - Achievement Target: Met
Satisfaction = 94.8% (0.3% increase from previous year)

M 7: Counseling Center Client Satisfaction Survey
Counseling Center Client Satisfaction Survey
Source of Evidence: Client satisfaction survey (student, faculty)

Achievement Target:
Completion rate >= 50% / Average Satisfaction >= 80%

Findings (2007-2008) - Achievement Target: Met
Spring 2008 Client Satisfaction Survey: Completion rate = 75%; Average Satisfaction = 89.7%

Documents:
UCC Student Satisfaction Survey
UCC Student Satisfaction Survey Data
Student Satisfaction Survey Report

Findings (2006-2007) - Achievement Target: Met
Completion rate = 96% / Average Satisfaction = 94.8%

M 8: Outcome Questionnaire (OQ-30.1) for Adults
Outcome Questionnaire(OQ-30.1) for Adults provided through OQ Measures LLC, copyright 1998, 2003 American Professional Credentialing Services, LLC
Source of Evidence: Professional standards

Achievement Target:
Completion rate >= 80% / Clients will report an average decrease of 10% in negative symptoms by the 10th counseling session.

Document:
Outcome Questionnaire (OQ-30)

Findings (2007-2008) - Achievement Target: Not Met
Data regarding completion rate and average decrease of negative

symptoms is unavailable - unable to calculate due to lack of resources

**Findings (2006-2007) - Achievement Target: Partially Met**
Completion rate = 100% / Data regarding average decrease of negative symptoms is unavailable - unable to calculate due to lack of resources

**Related Action Plans:**

**Identify method of measuring symptom improvement**
Research more cost effective and efficient methods of measuring degree of improvement in client symptoms.
For more information, see the *Action Plan Details* section of this report.

**O 3: Provide quality consultation services.**
Provide quality consultation services.

**Document:**

UCC CAS Self Assessment

**Strategic Plans:**

Texas A&M-Corpus Christi
1.4 Provide a supportive and safe campus environment

**Related Measures:**

**M 11: Agreements of Cooperation**
'Agreements of Cooperation' with campus and community agencies/resources designed to increase coordination of care for TAMU-CC students.

Source of Evidence: Activity volume

**Achievement Target:**
Increase number of 'Agreements of Cooperation' with campus and community agencies/resources by one (1).

**Findings (2007-2008) - Achievement Target: Met**
FY 2008: Increased number of 'Agreements of Cooperation' by 50%.

Two agreements prior to FY 2008. In FY 2008 added Compact of Mutual Aid agreement among sister schools within the Texas A&M University system.

**Document:**

Texas A&M System Director's - Compact of Mutual Aid Statement-Final

**Findings (2006-2007) - Achievement Target: Met**
Increased by 100% (from 1 to 2)

---

**Details for Action Plans Established This Cycle**

**Additional physical space needed for services.**
Additional space essential to provide counseling services to meet needs of increasing enrollment of TAMUCC.

**Priority:** High

**Target Date:** 08/2010

**Responsible Person/Group:** Director of University Counseling Center

**Additional Resources Needed:** Additional space

**Budget Amount Requested:** $100000
Create Quality Assurance Procedure
Create and implement a Quality Assurance Procedure.

Priority: Medium
Target Date: 09/2009
Responsible Person/Group: Director of University Counseling Center
Budget Amount Requested: $0

Create Training Program evaluation process.
Create Training Program evaluation process involving gathering feedback from practicum and intern students at the end of every semester.

Priority: Medium
Target Date: 08/2009
Responsible Person/Group: Director of Training Program/Director of University Counseling Center
Budget Amount Requested: $0

Hire additional UCC professional staff
Hire additional University Counseling Center professional staff to expand services and serve more students of the University.

Priority: High
Target Date: 08/2010
Responsible Person/Group: Director of the University Counseling Center
Additional Resources Needed: Funding and Office space
Budget Amount Requested: $55000

Hire Information Technology person
Hire Information Technology person to analyze data.

Priority: Medium
Target Date: 08/2010
Fall 2010
Responsible Person/Group: Carla Berkich
Additional Resources Needed: salary and benefits
Budget Amount Requested: $40000

Identify method of measuring symptom improvement
Research more cost effective and efficient methods of measuring degree of improvement in client symptoms.

Priority: High
Target Date: 01/2010
Responsible Person/Group: Director of University Counseling Center
Additional Resources Needed: None
Budget Amount Requested: $0

Update & improve advertising of UCC services
Identify and implement ways of marketing services which are more up-to-date, efficient, attractive and suitable (in particular electronic methods of advertising). The goal is to market services in a way that informs a greater number of students of UCC services with hope that these students will be more likely to use UCC services as
needed.

**Priority:** Medium

**Target Date:** 08/2010

August 2010

**Responsible Person/Group:** Director of University Counseling Center

**Additional Resources Needed:** Information Technician/Computer specialist

**Budget Amount Requested:** $2000

---

**Analysis Answers**

**What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?**

Towards the goal of providing quality counseling services, assessments showed the UCC reached goals in regards to usage of services, positive student evaluation of clinical services, student satisfaction with clinical services and communication with students regarding policy and procedures through dissemination of information.

Towards the goal of providing quality educational and prevention services, assessments showed that the UCC reached goals in regards to positive student evaluation of educational and prevention services and targeted student learning outcomes.

Towards the goal of providing quality consultation services, assessments showed that the UCC reached goal of increasing communication and cooperation with community agencies.

**What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?**

Towards the goal of providing quality clinical services, assessments revealed the importance of continued attention to finding more efficient ways of measuring quality services specifically methods that can be implemented within the means and resources of the UCC.

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**Annual Reports**

**Executive Summary**

**Mission Statement**

The University Counseling Center’s mission is to enhance the overall educational experience of students by providing quality counseling, educational, preventative and consultation services designed to facilitate student development and maximize students' potential to benefit from the academic environment and experience.

**Key Accomplishments**

- Hired full-time Licensed Professional Counselor (2/08)
- Staff member, Ms. Claudia Ayala, licensed as Licensed Professional Counselor (LPC).
- Staff member, Dr. Matt Baysden, licensed as a Provisionally Licensed Psychologist.
- Two staff members trained as Certified QPR (Question, Persuade, Refer) Gatekeeper Instructors, a nationally known suicide prevention program. This year trained 81 staff and students in QPR.
- Significant revision of Counseling Center website with addition of materials for returning veterans, faculty and parents; anonymous online mental health screenings; information on our Alcohol and Drug Services; and additional online resources for
students.
• Annual Student Satisfaction Survey of UCC Services found that (averaged across items) 89.7% of students agreed or strongly agreed they were satisfied with the various services offered at UCC (61.9% of respondents strongly agreed.)
• Satisfaction surveys of the STAR (Success through Academic Responsibility) Outreach Program found that (averaged across items) 100% of respondents either agreed or strongly agreed that the STAR program was organized, informative and beneficial to them (86% strongly agreed).
• Creation of multi-media presentation highlighting UCC Services and common issues faced by college students for use during classroom and faculty presentations.
• Participation by Director and Assistant Director in the development of policies and procedures for I CARE (TAMUCC Behavioral Intervention Team).
• Transition to use of electronic medical records for all counselors and psychiatrist.
• Creation of Relaxation Room with resources for students (guided imagery tapes, music, recliner, aromatherapy) to help students practice relaxation skills.
• Continue with Student Emergency Aid fund used to help UCC students in financial emergencies.

Current Staff

Claudia Ayala, MS, LPC, LCDC (Alcohol and Other Drug Program Coordinator)
Matthew Baysden, Ph.D. (Training Program Coordinator)
Carla Berkich, Ph.D. (Director)
Suzanne Bonds, M.Ed., LPC (Licensed Professional Counselor)
Tom Callicott, MS, LPC, LPC Supervisor (Personal Skills Program Coordinator)
Jane Pituch (Receptionist (0.5%))
Karen Pressley (Receptionist (0.5%))
Theresa Sharpe, Ph.D. (Assistant Director; Group and Outreach Programs Coordinator)
Rebecca Rodriguez (Administrative Assistant)

Consultant:
Robert McClung, Ph.D. (Consulting Psychiatrist (0.2 FTE))

Document:  
UCC 2007-08 Annual Report

Public/Community Service

Campus and Community Service

UCC Staff Outreach Activities

Berkich
• Presentation to Council of Student Services Vice Presidents (CCOVP) on Behavioral Intervention Teams (7/08)
• Presentation ’Do I need to put up with a Student’s Inappropriate Behavior? with Dr. Eliot Chenaux and Dr. Theresa Sharpe at Employee Development Day (5/08)
• Presentation to Psychology Club on ‘Careers in Psychology’ (10/07)
• RA Training – QPR (Question, Persuade, Refer) Suicide Prevention Program (10/07)

• Student Affairs Staff Training – QPR (Question, Persuade, Refer) Suicide Prevention Program (11/07)
• Employee Development Day - QPR (Question, Persuade, Refer) Suicide Prevention Training (5/08)
• Participated in Safe Living Presentation given to incoming students and their parents at 2007 summer orientations (6/6; 6/20; 7/11; 8/20/08)
• Leadership Workshop: Personal Wellness presentation (10/07)
• New Student-Athletes Orientation: Wellness Wheel presentation sponsored by SAHWAC (08/07)
• Passport to the Island (5/08)
• New Employee Luncheon (8/07)
• Presentation about UCC Services: Nursing Student Orientation (6/08); Orientation for Teacher Education Students (8/07; 1/08); New Faculty Orientation (8/07); College of Education Students (8/07)
• Islander Women in Leadership (IWIL) Mentor (Fall 2007)
• Interviews for Campus newspaper ‘Island Waves’ on Mental Health Issues (3/08)
• Volunteer for a presentation of Vagina Monologues, a fund raiser for the Women’s Center (02/08)
• Volunteer, 15th Annual Faculty/Staff BBQ (03/08)
• Islander Tribute (04/08)

Sharpe
• Social Norms Training for Aloha Day Counselors (5/07)
• Participated in Safe Living Presentation given to incoming students and their parents at 2007 summer orientations (7/18; 8/15/08)
• Behind Closed Door – Resident Assistant Training (8/07)
• Responding to Distressed Students Presentation for PALS TAs (8/07)
• Debriefing after Student Death (9/07)
• Test Strategies (9/07)
• Beat the Blues Depression Screening (10/07)
• Partyhouse Alcohol Education (10/07)
• QPR Training with RAs (10/07)
• Social Norms Presentation for Student Affairs Staff Development (10/07)
• Clothesline Project UC Info Table (10/07)
• Sexual Orientation: Gay, Straight, Bi or Somewhere In Between (10/07)
• Death By Alcohol (10/07)
• Stress Management Presentation for Employee Wellness Program (10/07)
• RA Training (11/07)
• QPR Training for Student Affairs (11/07)
• Snooze the Night Away (11/07)
• World Aids Day Observance (11/07)
• Overview of UCC Services for Freshman Seminar Leaders (1/08)
• Diversity Book Club Kick-Off (1/08)
• “What’s Your Sex IQ” UCC Info Table (HPV/Cervical Cancer Awareness) (1/08)
• Up All Night (Mocktail Cyber Bar, E-Chug, Alcohol 101 - hosted by I-ADAPT) (1/08)
• Eight Simple Rules for Making the Grade (2/08)
• Fear Factor: Exam Edition I (Getting Ready for Exams) (2/08)
• Marketing & Promotion for HIV Testing by Planned Parenthood (2/08)
• Creative Journaling (2/08)
• Fear Factor: Exam Edition II (Test Taking Skills) (2/08)
• Book Club Meeting regarding Having Our Say (2/08)
• Stress Management Presentation to IWIL (2/08)
• “Love Your Body” (UCC Info Table in conjunction with Body Image/Eating Disorders Awareness Week) (2/08)
• “Belly Dance Your Way to Better Body Image” Workshop. Instruction by Middle Eastern Dance Club. Sponsored by UCC. (2/08)
• Queen for the Day (2/08)
• “Responding to Distressed Students” – Computer Science Peer Leaders (2/08)
• UCC Stress Management/Info Table at Ladies Night Out (sponsored by ICA) (3/08)
• “What’s Your Weed IQ?” quiz at I-ADAPT Table at Wild & Wacky Wednesday (3/08)
• Marketing & Promotion for HIV Testing by Planned Parenthood (3/08)
• Personal History: Creating A Life Map (3/08)
• National Alcohol Screening Day (4/08)
• Study Skill Presentation for Delta Delta Delta (4/08)
• Wellness Expo UCC Info/Stress Management Table (4/08)
• Aloha Day Camp Counselor Social Norms Training (4/08 – two trainings)
• Surviving Finals (4/08)
• QPR Training at Employee Development Day (5/08)
• Coping with Distressed & Disruptive Students, Employee Development Day (5/08)
• Creative Journaling Series (6 sessions from 6/08 - 7/08)

Callicott
• UCC Staff representative in support of the parents, faculty, staff and students at luncheon given for parents of a student that passed away on campus. (9/07)
• Star Series- Lecture Note Taking Seminar (9/07)
• Islander Tribute (5/07)
• Tarpon Foundation Luncheon (2/08)
• Test Taking Seminar (3/08)
• Time Management Seminar, Recreational Sports mid-semester (3/08)
• Luncheon at CC Town Club hosted by Presbyterian Children’s Home and Services. Information for TAMUCC students who are fostered out children.
• Memorial for Virginia Tech University students (5/08)
• Student Government Awards Ceremony (5/08)
• Variety of Personal Skills presentations for Computer Science class (2 sessions - 9/07; 2 sessions - 1/08)
• New Coaches Orientation – Presentation on UCC and PSC services (7/08)
• Installation Ceremony for TAMUCC ROTC Battalion (9/07)

Baysden
• Orientation (8/07)
• Behind Closed Doors (RA Training) (8/07)
• Community Panel for Health Center (8/07)
• TIDE Training (8/07)
• WOW Calendar Handout (8/07)
• SAHWAC Athlete Orientation (8/07)
• Sarita Brown Presentation (9/07)
• President’s Picnic (9/07)
• What is your Weed IQ? (9/07)
• Respecting Differences (10/07)
• Stress Management (10/07)
• Site Supervisors Meeting (10/07; 3/08)
• Gender Influences (10/07)
• EDGE Diversity Leadership (10/07)
• Let’s Talk about Race (10/07)
• Late Night Breakfast (12/07; 5/08)
• Greek Leaders Diversity Workshop (1/08)
• TPA Legislative Committee (2/08; 3/08)
• Having Our Say (2/08)
• Dream Interpretation Workshop (3/08)
• Counseling Center Diversity Book Club (3/08)
• Islander Tribute (4/08)
• Wellness Expo (4/08)
• Passport to the Island (6/08)
• STARS Series- Stress Management (2/08)

Ayala
• The Core Survey – Co-presented with Amanda Drum and Theresa Sharpe for I-ADAPT (10/07)
• Sober Living Group (Fall 2007)
• Sober Living Group (Spring 2008)
• MIP Class (1/08) (4/08) (6/08)
• Wellness Expo (8/07)
• Passport to the Island Orientation (June and August 2007)
• I-ADAPT e-CHUG for Aloha Days Participants (8/07)
• RA Training with Theresa Sharpe and Matt Baysden (8/07)
• I-ADAPT Passport to the Island (8/07)
• WOW President’s Picnic (9/07)
• I-ADAPT UPD Safety Fair (9/07)
• WOW President’s Picnic (9/07)
• What’s Your Weed IQ? (9/07)
• Beat the Blues Depression Screening (10/07)
• I-ADAPT Party House (10/07)
• Smashed: Toxic Tales of Teens and Alcohol (10/07)
• Tell Me Something I Don’t Know (10/07)
• Great American Smokeout (11/07)
• Late Night Breakfast (12/07)
• RA Training on e-CHUG (1/08)
• Recreational Sports employee training on Alcohol Poisoning (1/08)
• National Alcohol Screening Day (4/08)
• Aloha Days Counselor Training on Social Norms Campaign (4/08)
• Wellness Expo (4/08)
• STAR Workshop, Surviving Finals (4/08)
• Late Night Breakfast (5/08)
• Safe Living Presentation at Orientation, substitute for Rhonda Williamson (5/08)
• Passport to the Island Orientation (7/08)

Bonds
• Finals Frenzy (4/08)
• Wellness Expo (4/08)
• Northwest Behavioral Hospital Health Center Open House (6/08)
• Passport to the Island Orientation (7/08)

Guest Lectures/Class Presentations by UCC Staff

• UCC Presentation for Chelsea Patterson’s Seminar Class – 2 classes, Ms. Ayala (10/07)

University and Community Committee Service

Berkich
• I-CARE Committee (Behavioral Intervention Team)
• Disability Advisory Council, Chair
• Student Athlete Health and Wellness Advisory Council
• Women’s Center Advisory Council
• Jail Diversion Interdisciplinary Committee part of grant given to City of Corpus Christi, co-chair of committee
• Texas University Counseling Center Directors’ Association (TUCCDA) Executive Committee, Treasurer
• Student Affairs CAS (Council for the Advancement of Standards in Higher Education) Departmental Review Committee
• Committee to revise Student Code of Conduct (Fall semester 2007)

Sharpe
• First Year Experience Committee
• I-ADAPT Committee
• Chair, CAS Health Services Committee
• I-CARE Team
• HIV Coastal Bend AIDS Foundation Taskforce
Callicott
• CAS Committee – Survey of TAMUCC Career Center services in preparation for SAC accreditation visit.
• Search Committee for UCC-LPC counselor position.
• Director of Student Emergency Aid Fund – Parkway Presbyterian Church. CC, TX (off campus)

Baysden
• Staff Advisory Council (SAC)
• SAC Constitution and Revision Committee
• Bylaws committee SACS QEP
• SAC Representative for Executive Vice President of Financial Affairs Search
• Diversity Committee
• Counseling Center Licensed Counselor Search Committee
• Quality Enhancement Plan (QEP) Topic Recommendation Committee

Ayala
• I-ADAPT (Islanders Alcohol & Drug Abuse Prevention Team) Co-chair with Amanda Drum
• WOW (Waves of Welcome)
• FYEC (First Year Experience Committee)
• Served on search committees for Health Center, Recreational Sports, and UCC
• Served on CAS committees for Women’s Center and UCC
• Participated in four SAHWAC meetings
• CAC (Colleges Against Cancer) Advisor through Fall 2007

Bonds
• Served on search Committee for Nurse position at University Health Center (6/08)
• Ad Hoc Committee on Smoking Policies on TAMUCC Campus (Summer ’08)

Community Service/Philanthropic Activity

Sharpe
• Participated on community taskforce focused on HIV/AIDS issues in the Coastal Bend community
• Wishes & Dreams Toy Drive volunteer

Callicott
• Chair – Staff Oversight Committee for Parkway Presbyterian Church.
• Chair for Candidate Oversight Committee – Parkway Presbyterian Church.
• Member - MERCY Committee – Parkway Presbyterian Church. Insures children’s (infants to 18 years old) safety while on church property or, engaging in church functions.
• Member – Fostered out children’s group- Parkway Presbyterian Church. Aids fostered out children coming out of state services in adjustment to being independent. Usually in the 17 to 18 year old age group.
• Member – Children’s enrollment committee for CHIPS. Federal Government’s Health Insurance program for uninsured children.
• Member - Church in Society Committee.–Parkway Presbyterian Church- Primarily social work with needy families and social projects.
• Director of Student Emergency Aid Fund for college students. - Parkway Presbyterian Church. Continue to manage and solicit grants, private donations and other support to the Student Emergency Aid fund (SEAF), a fund used to help counseling center students in financial emergencies. The SEAF received a grant of $1500.00 from the Wier foundation in February of 2007. A personal pledge of $100.00 per month was also secured for 2007. The fund is used to help UCC students in financial emergencies.
**Anticipated Challenges**

1. **Personnel.** The UCC staff will need to grow to meet counseling center accreditation standards for student:counselor ratios. In addition to accreditation standards, the UCC needs counselors with expertise in working with high risk students as a greater number of students with severe psychological problems are being seen at counseling centers.

2. **Space.** Space remains a problem. The UCC has reached capacity and has been forced to restrict some services due to limited space. As the counseling center staff continues to grow to meet the needs of students, so must the physical space available to the UCC staff and clients.

**Document:**

[UCC CAS self-assessment study committee recommendations](#)

**Closing the Loop / Planned Actions**

Planned Actions include:

1. **Personnel - Hire additional UCC professional staff.**
2. **Personnel - Hire Information Technology specialist.**
3. **Space Allocation - Solve physical space allocation needs by creating/finding additional space for needed clinical services.**
4. **Quality Clinical Services - Create efficient Quality Assurance Procedure.**
5. **Quality Clinical Services - Identify efficient methods of measuring symptom improvement in clients.**
6. **Quality Clinical Services - Update and improve advertising of UCC Services by identifying and implementing ways of marketing services which are more up-to-date, efficient, attractive and suitable (in particular electronic methods of advertising).**
7. **Evaluation of Training Program - Create Training Program evaluation process.**

**Document:**

[UCC CAS self-assessment study committee recommendations](#)

**Summary of Requested Resources**

1. **Personnel: Clinical.** The UCC staff will need to grow to meet counseling center accreditation standards for student:counselor ratios. In addition to accreditation standards, the UCC needs counselors with expertise in working with high risk students as a greater number of students with severe psychological problems are being seen at counseling centers. Request $55,000 for additional clinician.

2. **Personnel: Technical.** The UCC needs an IT/computer specialist to meet
increased demand for assessment of programs and learning outcomes, increased use of electronic records and systems, and electronic methods of communicating with students (i.e., webpage, podcasts, etc.). Request $40,000 for IT/computer specialist.

3. Space. Space remains a problem. The UCC has reached capacity and has been forced to restrict some services due to limited space. As the counseling center staff continues to grow to meet the needs of students, so must the space available to the UCC staff and clients. Need to remodel/build/find new space. Request $100,000.

4. Update and Improve Marketing of Services. Identify and implement ways of marketing services which are more up-to-date, efficient, attractive and suitable (in particular electronic methods of advertising). The goal is to market services in a way that informs a greater number of students of UCC services with hope that these students will be more likely to use UCC services as needed. Request $2000 for marketing of services.

Document: UCC CAS self-assessment study committee recommendations

Administrative Unit Accomplishments

University Counseling Center
2007-2008 Annual Report
Administrative Unit Accomplishments

UCC Staff Achievements, Awards, and Special Projects

Berkich
• Participated in a Student Affairs Task force to develop structure, policy and procedures to implement a Behavioral Intervention Team to monitor high-risk students on campus, and refer them, as necessary, for assessment.
• Certified as a QPR instructor (nationally recognized suicide prevention program)
• Significant revision of UCC website with addition of materials on Returning Veterans; Alcohol and Other Drug Services.
• Transition to use of Electronic Medical Records for all Counselors and Psychiatrist.
• Work with TAMUCC IT staff to establish security procedures and VPN secure remote access for consulting psychiatrist, Dr. McClung
• Member of taskforce to revise Student Code of Conduct (Fall 2007)
• Islander Women in Leadership Mentor program (Fall 2007)
• Civilian of the Year 2007 awarded by TAMUCC University Police Department
• Accepted into the National Register of Health Service Providers in Psychology
• Chair, Search for University Counselor position
• Search Committee, UHC Nurse position (8/07)
• Chair, CAS committee on Student Conduct Services (Judicial Affairs)
• Weekly consultation with Director of Disability Services and Director of University Health Center to develop long-range goals for the three departments to work more closely together
• Supervision of staff psychologist, Dr. Matthew Baysden
• Increased communication with community providers (UCC luncheon with Padre Behavioral Hospital Staff (12/07); Meeting with Director of Triage, Geoff Hall, Spohn Memorial Hospital (02/13/08); Meeting with Jeanne Wallace, Director of MHMR (4/08); Consultation with Del Mar Behavioral Intervention Team; sharing of resources (6/08); Del Mar staff attend UCC Staff Meeting (6/08); Northwest Behavioral Health Center Psychiatric Unit Open House (6/08); Jail Diversion Interdisciplinary Committee Monthly Meetings, Co-chair)

Sharpe
• Created a multi-media presentation highlighting UCC services and common issues
faced by college students in conjunction with Rebecca Rodriguez. Previewed presentation at Student Affairs Staff Development and at training for First Year Seminar Instructors.

- Certified as a QPR Instructor (nationally recognized suicide prevention program)
- Assisted with the Coordination and Planning of the 2nd Annual HIV/AIDS Substance Abuse Prevention Conference. September 2007. Corpus Christi, TX.
- Revised UCC Agreement Form
- Revised and updated all STAR academic success programs for Spring 2008 semester.
- Launched new diversity book club with Dr. Matt Baysden.
- In conjunction with other UCC staff, planned and implemented Relaxation Room space in UCC conference room.
- Clinical supervisor for Megan Haufler, BA (Spring 2008).

**Callicott**

- Passed State Board Of Examiners Jurisprudence Exam. (1/08)
- Personal Skills Center statement for UCC web site (5/07)
- Emotional Intelligence statement for UCC web site (5/07)
- Article for UCC web site: “Armed Services Veterans returning to College” (5/07)
- College Study Skills for UCC web site (5/07)
- Revised and updated Personal Skills Office procedures for UCC Operations Manual (7/07)
- Collaboration with Mr. Joe Krueger, retired math professor from Rice University and Del Mar Jr. College, concerning strategies to help college students with Intermediate and College Algebra (9/07 to present)
- Continues to manage and solicit grants, private donations and other support for the Student Emergency Aid fund, a fund used to help counseling center students in financial emergencies.
- Assisted and supervised 3 TAMUCC employees in their progress towards LPC licensure (Licensed Professional Counselor) - JM completed all requirements-needs to take LPC exam; CG completed all requirements-needs to take LPC exam; CA completed all requirements and passed LPC exam (11/08).

**Baysden**

- International Student Group
- Staff Advisory Council Representative
- Successfully completed National Professional Practice in Psychology examination (EPPP-PLP) (12/07)
- Successfully completed Texas Jurisprudence Exam for Licensure (4/08)
- Successfully passed Texas Oral Examination for Psychologist for Licensure (9/08)
- Acquired licensure as Provisionally Licensed Psychologist (4/08)

**Ayala**

- Completed Licensed Professional Counselor Internship (11/07)
- Co-chair TAMUCC I-ADAPT committee

**Bonds**

- 'Counselor in a Bag' project
- Employee Wellness Program (Spring 2008)

**UCC Staff Professional Affiliations**

**Berkich**

- Association for University College Counseling Center Directors (AUCCCD)
- Texas University Counseling Center Directors Association (TUCCDA)
- Treasurer, Texas University Counseling Center Directors Association (April 2006 – present)
• American Psychological Association
• National Association Student Affairs Administrators in Higher Education (NASPA)
• Nueces County Jail Diversion Interdisciplinary Committee, Co-chair

Sharpe
• Association for the Coordination of Counseling Center Clinical Services (ACCCCS)
• National Eating Disorders Association
• Texas Psychological Association (TPA)
• National Association Student Affairs Administrators in Higher Education (NASPA)

Callicott
• Texas College Counseling Association (TCCA)
• Texas Counselors Association (TCA)
• Gulf Coast Counselors Association (GCCA)

Baysden
• Texas Psychological Association (TPA)
• TPA Legislative Committee
• TPA Diversity Issues in Psychology Committee
• American Psychological Association
• National Association of Foreign Student Advisors

Ayala
• None at this time

Bonds
• None at this time

UCC Staff Professional Development

Berkich
• Association of University and College Counseling Center Directors (AUCCCD) National Conference, Indianapolis, IN (11/07)
• Texas University Counseling Center Directors Association (TUCCDA) State Conference (4/08)
• A Guide for Faculty and Staff in Responding to Students in Distress by Brett Sokolow, J.D. (11/07)
• Lessons learned from the Virginia Tech Report (9/07)
• The Disruptive Student by Brett Sokolow, J.D. (11/07)
• Behavioral Intervention Team (CUBIT) Formation and Operation by Sokolow, Lewis, and Liggett (1/08)
• Threat Assessment and Aggression Management Strategies by Brett Sokolow, J.D. (3/08)
• The NCHERM Behavioral Intervention and Threat Assessment Institute by Sokolow, Lewis, Reinach Wolf, Byrnes. (5/08)
• Ethics: A Musical Comedy (7/08)
• Effective Grievance Procedures (1/08)
• Attended Monthly Student Affairs Staff Development Trainings (9/07; 10/07; 11/07; 12/07; 01/08; 02/08; 3/08)
• Employee Wellness Program (Fall 2007)
• Misc. campus trainings: Banner Training (6/07); Time Trac Training (1/08); OWL Training (4/07); Food Handler’s Permit Training (8/07)

Sharpe
• QPR Instructor Training, Galveston, TX (9/07)
• Lessons Learned from the Virginia Tech Report (9/07)
• Heart Health, Hormones & the Brain (12/07)
• Student Affairs Staff Development Trainings (9/07, 10/07, 11/07, 1/08).
• Brett Sokolow Presentation: A Guide for Faculty & Staff on Responding to Students in Distress (11/07)
• Behavioral Intervention Team Formation & Operation. Lewis, Liggett, & Sokolow (1/08)
• Association for the Coordination of Counseling Center Clinical Services (ACCCCS) Conference (5/08)

Callicott
• Teaching Troubled Students: Institutional Policy and Threat Assessment (7/07)
• Developing a Parent Program that Reflects Campus Culture (7/08)
• Nutrition Seminar (8/07)
• Seymour Epstein Seminar (Cognitive-Experiential Self Theory; Constructive Thinking; Emotional Intelligence Research Update) (9/07)
• Texas Counselor’s Association Conference (11/07)
• Texas Counselor’s Association Conference board meeting (11/07)
• Attended Student Affairs Staff Development Trainings (9/07; 10/07; 3/08; 4/08)
• Employee Development Day (5/08)

Baysden
• Texas Psychological Association Conference (11/07)
• National Association Foreign Student Advisors (NAFSA) Regional Conference (11/07)
• State of University Mental Health (4/08)
• TAMUS Annual Symposium (5/08)
• Harassment Online (6/08)
• Attended Monthly Student Affairs Staff Development Trainings (9/08; 10/08; 11/08; 12/08; 1/08; 2/08; 3/08; 4/08)

Ayala
• TAMU-CC Nutrition Seminar (8/07)
• The Disruptive Student with Brett Sokolov (9/07)
• Behavioral Intervention Team (CUBIT) Formation and Operation with Lewis, Sokolov and Liggett (1/08)
• HR course Assignments: Ethics (8/07); Creating a Discrimination-Free Workplace (8/07); Reporting Fraud, Waste and Abuse (1/08); Information Security Awareness (3/08)
• Attended Monthly Student Affairs Staff Development Trainings: (4/07; 5/07; 7/07; 9/07; 10/07; 12/07; 1/08)
• Webinar - An In-Depth Look at AlcoholEdu for College (4/08)
• Employee Development Day (5/08)
• Audio conference - Harassment Online: It’s Happening on Your Campus - What You Need to Know (6/08)
• Ethics for Substance Abuse Counselors (6/08)
• HIV, Hepatitis C, and STDs (6/08)

Bonds
• Seven Habits of Highly Effective People (3 sessions) (2/08; 3/08)
• Security Awareness Training (2/08)
• Post-Traumatic Stress Disorder, Padre Behavioral Hospital (3/08) (1.5 CEU)
• State of College Mental Health (4/08)
• Employee Development Day (5/08)
• Kids on the Cutting Edge, Padre Behavioral Hospital (5/08) (1.5 CEU)
• Attended Monthly Student Affairs Staff Development Trainings (2/08; 3/08; 4/08)
• Eyes and Ears on Violence, Padre Behavioral Hospital (7/08)

Clinical Programs and Services
Highlights of Fiscal Year 2008
• Increase in participation in counseling services by 7% over last year
• Majority of UCC clients are between ages of 20 and 24 (47%)
• Majority of UCC clients are in their senior year (47%)
• Majority of UCC clients are female (71%)
• Most frequent primary concerns for students seeking counseling were Relationship Issues, Depression, Anxiety, and Academic Concerns with Relationship Issues being most frequent.
• Most frequent diagnoses of students treated by consulting psychiatrist were Attention Deficit Disorder, Anxiety and Academic Concerns with Attention Deficit Disorder being the most frequent diagnosis.

Client Contact Data

UCC Visits for 2007-2008
Counseling visits........................................... 3142 visits
Psychiatry visits........................................... 451 visits
Total visits.................................................. 3593 visits

Client Visit Summaries

Comparison by Year

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<td>Sophomore</td>
<td>11%</td>
<td>14%</td>
<td>15%</td>
<td>10%</td>
</tr>
<tr>
<td>Junior</td>
<td>14%</td>
<td>18%</td>
<td>24%</td>
<td>12%</td>
</tr>
<tr>
<td>Senior</td>
<td>44%</td>
<td>39%</td>
<td>31%</td>
<td>47%</td>
</tr>
<tr>
<td>Graduate</td>
<td>20%</td>
<td>17%</td>
<td>18%</td>
<td>19%</td>
</tr>
<tr>
<td>Other</td>
<td>2%</td>
<td>1%</td>
<td>0%</td>
<td>3%</td>
</tr>
<tr>
<td>Unknown</td>
<td></td>
<td></td>
<td></td>
<td>1%</td>
</tr>
</tbody>
</table>
Presenting Concerns

Most Frequent Presenting Concerns of UCC Clients at Intake
- The most frequent primary concerns for counseling clients at intake were Anxiety, Relationship Issues, Academic Concerns and Depression.

<table>
<thead>
<tr>
<th>UCC Counseling Clients by Ethnicity</th>
<th>unavailable</th>
<th>unavailable</th>
<th>0.3%</th>
<th>0.8%</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Indian/Alaskan Native</td>
<td></td>
<td></td>
<td>0.3%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Asian</td>
<td>unavailable</td>
<td>unavailable</td>
<td>2%</td>
<td>2.5%</td>
</tr>
<tr>
<td>African American/Black</td>
<td>unavailable</td>
<td>unavailable</td>
<td>1%</td>
<td>3.5%</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>unavailable</td>
<td>unavailable</td>
<td>26%</td>
<td>30%</td>
</tr>
<tr>
<td>White</td>
<td>unavailable</td>
<td>unavailable</td>
<td>44%</td>
<td>59%</td>
</tr>
<tr>
<td>Other</td>
<td>unavailable</td>
<td>unavailable</td>
<td>0.4%</td>
<td>0%</td>
</tr>
<tr>
<td>Two or more</td>
<td>unavailable</td>
<td>unavailable</td>
<td>4%</td>
<td>2.7%</td>
</tr>
<tr>
<td>Unknown</td>
<td>unavailable</td>
<td>unavailable</td>
<td>23%</td>
<td>1.5%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UCC Counseling Clients by Gender</th>
<th>Males</th>
<th>Females</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Males</td>
<td>30%</td>
<td>29%</td>
<td>27%</td>
<td>29%</td>
</tr>
<tr>
<td>Females</td>
<td>70%</td>
<td>71%</td>
<td>73%</td>
<td>71%</td>
</tr>
</tbody>
</table>
• The most frequent primary concerns for psychiatry clients at intake were Anxiety Disorders, Academic Concerns, ADD/ADHD and Depression.

<table>
<thead>
<tr>
<th></th>
<th>Counseling Clients Frequency of Diagnosis Given at Intake</th>
<th>Psychiatry Clients Frequency of Diagnosis Given at Intake</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Concerns</td>
<td>71</td>
<td>27</td>
</tr>
<tr>
<td>ADD/ADHD</td>
<td>25</td>
<td>21</td>
</tr>
<tr>
<td>Adjustment Disorders</td>
<td>33</td>
<td>5</td>
</tr>
<tr>
<td>Anxiety Disorder</td>
<td>81</td>
<td>8</td>
</tr>
<tr>
<td>Bipolar Disorder</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Depressive Disorders</td>
<td>60</td>
<td>19</td>
</tr>
<tr>
<td>Eating Disorder</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>Substance Abuse</td>
<td>19</td>
<td>8</td>
</tr>
<tr>
<td>Relationship Issues</td>
<td>79</td>
<td>12</td>
</tr>
<tr>
<td>Other</td>
<td>33</td>
<td>10</td>
</tr>
</tbody>
</table>

Note: Students may have been given more than one diagnosis at intake.

Note: Calculations used to determine presenting concerns of UCC clients were changed this year. Numerical data from this year should not be directly compared to numerical data from previous cited in prior annual reports.

Clients assessed as in need of a Higher Level of Care during FY 2008

• Note: Students may have been given more than one diagnosis at intake

• Note: Calculations used to determine presenting concerns of UCC clients were
changed this year. Numerical data from this year should not be directly compared to numerical data from previous cited in prior annual reports.

<table>
<thead>
<tr>
<th></th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of times UCC clients recommended to have evaluation for inpatient treatment</td>
<td>6</td>
<td>11</td>
</tr>
<tr>
<td>Number of evaluations known to be completed based on UCC recommendations</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>Number of times UPD/CCPD were called for assistance with this type of situation</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Number of times UCC clients known to be hospitalized for mental health reasons</td>
<td>2</td>
<td>9</td>
</tr>
</tbody>
</table>

Outreach Programs and Services

Highlights of Fiscal Year 2008

- Great American Smokeout (125+ participants)
- World AIDS Day Observance (450+ participants, 65 HIV tests given)
- STAR program (designed to increase retention of students on probation)
- QPR (Question, Persuade, Refer) Suicide Prevention Trainings (81 people trained)
- E-CHUG alcohol use self-assessment available on website (56+ participants)
- Anonymous on-line Mental Health Screenings available on website (223 screenings completed)
- Social Norms Campaign (77 participants)
- Safe Living Presentation done at New Student Orientation in conjunction with other Student Affairs departments (1500+ participants)
- 4360 individuals attended UCC outreach programs during fiscal year 2008
- Student evaluations of FY 2008 outreach programming indicate that averaged across items 98% of respondents either agreed or strongly agreed that UCC outreach programs were organized, informative and beneficial (79% of respondents strongly agreed).

Summary of Alcohol and Other Drug Intervention and Education Programming Activities

Submitted by Claudia Ayala, LPC, LCDC

- Sober Living Group (Fall 2007) 7 participants
- Sober Living Group (Spring 2008) 3 participants
- MIP Class (1/08) 3 participants
- MIP Class (4/08) 3 participants
- MIP Class (6/08) 4 participants
- I-ADAPT e-CHUG for Aloha Days Participants (8/07) 56 participants
- RA Training with Theresa Sharpe and Matt Baysden (8/07)
- I-ADAPT Passport to the Island (8/07) 182 participants
• I-ADAPT supported Block Party (8/07)
• I-ADAPT UPD Safety Fair (9/07)
• WOW President’s Picnic (9/07)
• What’s Your Weed IQ? (9/07) 158 participants
• I-ADAPT Party House (10/07) 227 participants
• Assisted in planning of Sam Spady viewing, facilitated by Theresa Sharpe (10/07)
• Smashed: Toxic Tales of Teens and Alcohol (10/07) 9 participants
• Tell Me Something I Don’t Know (10/07) 39 participants
• Great American Smokeout (11/07) 125+ participants
• Late Night Breakfast (12/07) 22 participants for e-CHUG
• RA Training on e-CHUG (1/08)
• Rec Sports employee training on Alcohol Poisoning (1/08) 43 participants
• National Alcohol Screening Day (4/08) 13 participants
• Aloha Days Counselor Training on Social Norms Campaign (4/08)
• Wellness Expo (4/08)
• Late Night Breakfast (5/08)
• Safe Living Presentation, Orientation for Rhonda Williamson (5/08)

Summary of Minor in Possession (MIP) Program
Submitted by Claudia Ayala, LPC, LCDC
• The MIP course is mandated by the State for minors who are found in illegal possession of drugs or alcohol
• MIP is offered by UCC staff at a reduced rate ($45.00) for TAMUCC students.
• There was a decrease in participants with 29 last year and only 10 this year.

Minor In Possession (MIP) Course Statistics

<table>
<thead>
<tr>
<th>Date</th>
<th>Gender</th>
<th>Age</th>
<th>Learning Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>M</td>
<td>F</td>
</tr>
<tr>
<td>1/15/08-1/17/08</td>
<td>3</td>
<td>33%</td>
<td>66%</td>
</tr>
<tr>
<td>4/29/08-5/01/08</td>
<td>3</td>
<td>66%</td>
<td>33%</td>
</tr>
<tr>
<td>6/17/08-6/19/08</td>
<td>4</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Totals</td>
<td>10</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

Summary of Personal Skills Program Activities

Submitted by Tom Callicott, MS, LPC, LPCSI

- Updated all Personal Skills and mental health files
- Personal Skills Outreach presentations to classes and student groups
- Participation in providing STAR program (designed to increase retention of students on probation) in conjunction with the Jerilee Milligan, Academic Advising Transition Office.
- Test Taking Seminar (3/2008)
- Presentation at Recreational Sports mid-semester meeting ‘Time management Seminar’ (3/2008)

Summary of Group Counseling Services
Submitted by Theresa Sharpe, Ph.D.

<table>
<thead>
<tr>
<th>Group</th>
<th>Meeting Dates</th>
<th>Clinician</th>
<th># students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sober Life Group</td>
<td>Fall 2007</td>
<td>Ayala</td>
<td>8</td>
</tr>
<tr>
<td>Stress Management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group I</td>
<td>Fall 2007</td>
<td>Sharpe</td>
<td>8</td>
</tr>
<tr>
<td>Stress Management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group II</td>
<td>Fall 2007</td>
<td>Hauffer</td>
<td>2</td>
</tr>
</tbody>
</table>
The following groups were offered but did not have enough interested students for group to be viable: Eating Concerns and Body Image Support Group (Fall 2007 & Spring 2008, Sharpe); ADD/ADHD Support Group (Spring 2008, Baysden & Haufier); Food and Feelings (Spring 2008, Sharpe); Stress Management Group III (Summer 2008, Franks).

**Summary of Peer Educators Program Activities Submitted by Theresa Sharpe, Ph.D.**

- Peer Educators coordinated event programming and marketing efforts for World AIDS Day Observance on November 30, 2007. Peer Ed recruited other campus groups and departments (ICA, AACS, GSA, Lambda Theta Alpha, Recreational Sports) and community groups (Planned Parenthood, Coastal Bend AIDS Foundation) to participate and assist with World AIDS Day programming. Programming prior to World AIDS Day included placing stake signs with HIV statistics and information about World AIDS Day around campus, mailing flyers with info about HIV prevalence and info about World AIDS day events and local HIV testing sites to all on-campus student residents, distributing boxes with red ribbons to different campus departments, and inviting campus groups and departments to submit decorated quilt squares for the TAMU-CC HIV/AIDS Awareness Quilt. On 11/30, Peer Educators and other student volunteers passed out red ribbons and safer sex packs. At noon on 11/30, there was a memorial service and drum circle and the TAMU-CC HIV/AIDS Awareness Quilt was on display outside the UC. This event was covered by several local television stations and the Caller Times. Free HIV testing was offered by Planned Parenthood from 10am-4pm and a total of 65 students received an HIV test as well as education and test results. Students reached through passive programming efforts prior to World AIDS Day were approximately 1000. Approximately 450-500 students visited the World AIDS Day information table.

- Peer Educators administered the “What’s Your Sex IQ” poll in the UC breezeway. (Students reached = 22). The purpose of this activity was to educate students about HPV and cervical cancer. Students completed a brief poll/quiz and then received information on HPV and cervical cancer and a “safer sex kit” containing assorted condoms, candy kisses, a Peer Ed flyer, and contact numbers for local health clinics and STD testing sites.

- Peer Educators coordinated marketing efforts for HIV testing offered by Planned Parenthood on 2/7/08 and 3/12/08. 22 students received HIV tests on 2/7 and 45 students took HIV tests on 3/12.

- A total of fifteen students participated in the Peer Education Program during

<table>
<thead>
<tr>
<th>Group</th>
<th>Term</th>
<th>Leader</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire &amp; Ice Group</td>
<td>Fall 2007</td>
<td>Sharpe</td>
<td>6</td>
</tr>
<tr>
<td>Sober Living Group</td>
<td>Spring 2008</td>
<td>Ayala</td>
<td>3</td>
</tr>
<tr>
<td>Stress Management Group</td>
<td>Spring 2008</td>
<td>Sharpe</td>
<td>1</td>
</tr>
</tbody>
</table>
the past year in some capacity (e.g., program planning/preparation, staffing informational tables, facilitating programs). Recruitment and retention of Peer Education members will continue to be a primary goal and objective in the coming year.

• Although the number of Peer Education programs during the past year was limited, the programs were highly visible, and were well attended and well received by the TAMUCC student body. It is estimated that Peer Education programming reached approximately 1,500 TAMUCC students during the past year. Collaborative programming efforts between Peer Educators and local agencies including Planned Parenthood and Coastal Bend AIDS Foundation were also beneficial to the student body and represent a valuable alliance and resource for future programming efforts.

Summary of Practicum and Intern Training Program Activities
Submitted by Matthew Baysden, Ph.D.

• Recruit, interview, and select practicum/intern training students.
• 2007 Fall Semester, one practicum student Megan Haufler
• 2008 Spring Semester, one practicum student Michelle Franks and one intern student, Megan Haufler
• Recruit and schedule guest speakers.
• Facilitate Group Supervision Trainings.
• Coordinate & organize end of the year appreciation lunch for practicum/intern training students.
• Attend Semester (fall, spring) Practicum/Internship fair hosted by the Department of Counseling in the College of Education.

On-line Mental Health Screenings
Submitted by Carla Berkich, Ph.D.

<table>
<thead>
<tr>
<th>Type of Screening</th>
<th>Total # Attempted Screenings</th>
<th>Total # Completed Screenings</th>
<th>Of those who scored (+) % who planned to seek further evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol</td>
<td>27</td>
<td>16</td>
<td></td>
</tr>
<tr>
<td>Depression</td>
<td>121</td>
<td>65</td>
<td>65%</td>
</tr>
<tr>
<td>Eating Disorder</td>
<td>39</td>
<td>21</td>
<td></td>
</tr>
</tbody>
</table>
### Bipolar Disorder

- **Participants**: 68
- **Participation Rate**: 75%

### Generalized Anxiety

- **Participants**: 100
- **Participation Rate**: 62%

### PTSD

- **Participants**: 39
- **Participation Rate**: 79%

### Total

- **Participants**: 223

---

### Participation in Scheduled Workshops and Seminars

#### 2007 Fall Semester Program Participation

<table>
<thead>
<tr>
<th>Date</th>
<th>Program/Event Title</th>
<th>Clinician</th>
<th># Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/10/07</td>
<td>Behind Closed Doors– Resident Assistant Training</td>
<td>Sharpe, Ayala, Baysden</td>
<td>40</td>
</tr>
<tr>
<td>8/20/07</td>
<td>Responding to Distressed Students (for PALS TAs)</td>
<td>Sharpe</td>
<td>40</td>
</tr>
<tr>
<td>9/04/07</td>
<td>Debriefing after Student Death (2 groups, 1 class)</td>
<td>Sharpe, Callicott</td>
<td>30</td>
</tr>
<tr>
<td>9/12/07</td>
<td>Lecture Note Taking</td>
<td>Callicott</td>
<td>2</td>
</tr>
<tr>
<td>9/19/07</td>
<td>Test Strategies</td>
<td>Sharpe</td>
<td>14</td>
</tr>
<tr>
<td>9/20/07</td>
<td>What's Your Weed IQ</td>
<td>Ayala, Haufler</td>
<td>158</td>
</tr>
<tr>
<td>9/26/07</td>
<td>Time Management</td>
<td>Haufler</td>
<td>15</td>
</tr>
<tr>
<td>10/03/07</td>
<td>Stress Management</td>
<td>Baysden</td>
<td>6</td>
</tr>
<tr>
<td>Date</td>
<td>Event Description</td>
<td>Presenter(s)</td>
<td>Attendance</td>
</tr>
<tr>
<td>------------</td>
<td>-----------------------------------------------------------</td>
<td>--------------</td>
<td>------------</td>
</tr>
<tr>
<td>10/03/07</td>
<td>Respecting Differences, Understanding Similarities</td>
<td>Baysden</td>
<td>2</td>
</tr>
<tr>
<td>10/04/07</td>
<td>Beat the Blues Depression Screening</td>
<td>Ayala, Baysden, Sharpe</td>
<td>75</td>
</tr>
<tr>
<td>10/07/07</td>
<td>QPR Training with RAs</td>
<td>Berkich, Sharpe</td>
<td>25</td>
</tr>
<tr>
<td>10/09/07</td>
<td>Partyhouse Alcohol Education</td>
<td>Ayala, Sharpe, Haufler</td>
<td>200+</td>
</tr>
<tr>
<td>10/10/07</td>
<td>Barbi’s GI Joe’s Understanding Gender Influences</td>
<td>Baysden</td>
<td>5</td>
</tr>
<tr>
<td>10/12/07</td>
<td>Social Norms Presentation for SA Staff Development</td>
<td>Sharpe, Ayala</td>
<td>40</td>
</tr>
<tr>
<td>10/17/07</td>
<td>Gay, Straight, Bi or Somewhere In Between</td>
<td>Sharpe</td>
<td>4</td>
</tr>
<tr>
<td>10/17/07</td>
<td>Clothesline PROJECT UC Info Table</td>
<td>Sharpe</td>
<td>20</td>
</tr>
<tr>
<td>10/21/07</td>
<td>Death By Alcohol</td>
<td>Sharpe</td>
<td>50</td>
</tr>
<tr>
<td>10/23/07</td>
<td>Stress Management for Employee Wellness Program</td>
<td>Sharpe</td>
<td>12</td>
</tr>
<tr>
<td>10/23/07</td>
<td>Smashed</td>
<td>Ayala</td>
<td>8</td>
</tr>
<tr>
<td>10/24/07</td>
<td>Let’s Talk About Race Baby</td>
<td>Baysden</td>
<td>2</td>
</tr>
<tr>
<td>10/25/07</td>
<td>Tell Me Something I Don’t Know</td>
<td>Ayala, Sharpe</td>
<td>39</td>
</tr>
<tr>
<td>11/06/07</td>
<td>RA Training (Assertive)</td>
<td>Sharpe</td>
<td>25</td>
</tr>
<tr>
<td>Date</td>
<td>Program/Event Title</td>
<td>Clinician</td>
<td># Participants</td>
</tr>
<tr>
<td>------------</td>
<td>------------------------------------------------------------------</td>
<td>-----------</td>
<td>----------------</td>
</tr>
<tr>
<td>11/08/07</td>
<td>Dream Interpretation</td>
<td>Baysden</td>
<td>4</td>
</tr>
<tr>
<td>11/09/07</td>
<td>QPR Training for Student Affairs</td>
<td>Berkich</td>
<td>40</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sharpe</td>
<td></td>
</tr>
<tr>
<td>11/15/07</td>
<td>Great American Smoke Out</td>
<td>Ayala</td>
<td>125+</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Haufler</td>
<td></td>
</tr>
<tr>
<td>11/16/07</td>
<td>Snooze the Night Away</td>
<td>Sharpe</td>
<td>10</td>
</tr>
<tr>
<td>11/28/07</td>
<td>World AIDS Day Observance (65 HIV tests given)</td>
<td>Sharpe</td>
<td>450+</td>
</tr>
</tbody>
</table>

2008 Spring Semester Program Participation

<table>
<thead>
<tr>
<th>Date</th>
<th>Program/Event Title</th>
<th>Clinician</th>
<th># Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/14/08</td>
<td>E-CHUG RA Training</td>
<td>Ayala</td>
<td>20</td>
</tr>
<tr>
<td>1/15/08</td>
<td>Overview of UCC Services-Freshman Seminar Leaders</td>
<td>Sharpe</td>
<td>40</td>
</tr>
<tr>
<td>1/24/08</td>
<td>Diversity Book Club Kick-Off</td>
<td>Sharpe</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Baysden</td>
<td></td>
</tr>
<tr>
<td>1/25/08</td>
<td>“What’s Your Sex IQ” UCC Info Table (HPV/Cervical Cancer Awareness)</td>
<td>Sharpe</td>
<td>22</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Haufler</td>
<td></td>
</tr>
<tr>
<td>1/30/08</td>
<td>PUNK’D by Procrastination</td>
<td>Haufler</td>
<td>3</td>
</tr>
<tr>
<td>1/31/08</td>
<td>Up All Night (Mocktail Cyber Bar, E-Chug, Alcohol 101 - hosted by I-ADAPT)</td>
<td>Sharpe</td>
<td>300+</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ayala</td>
<td></td>
</tr>
<tr>
<td>2/06/08</td>
<td>Eight Simple Rules for</td>
<td>Sharpe</td>
<td>5</td>
</tr>
<tr>
<td>Date</td>
<td>Event Description</td>
<td>Presenter(s)</td>
<td>Code</td>
</tr>
<tr>
<td>------------</td>
<td>------------------------------------------------------------------------------------</td>
<td>----------------</td>
<td>------</td>
</tr>
<tr>
<td>2/13/08</td>
<td>Fear Factor: Exam Edition I (Getting Ready for Exams)</td>
<td>Sharpe</td>
<td>12</td>
</tr>
<tr>
<td>2/07/08</td>
<td>Creative Journaling</td>
<td>Sharpe</td>
<td>8</td>
</tr>
<tr>
<td>2/20/08</td>
<td>Fear Factor: Exam Edition II (Test Taking Skills)</td>
<td>Sharpe</td>
<td>6</td>
</tr>
<tr>
<td>2/21/08</td>
<td>Book Club Meeting regarding <em>Having Our Say</em></td>
<td>Sharpe, Baysden</td>
<td>1</td>
</tr>
<tr>
<td>2/27/08</td>
<td>Stress Survivor: Ward Island</td>
<td>Baysden</td>
<td>3</td>
</tr>
<tr>
<td>2/27/08</td>
<td>Stress Management Presentation to IWIL</td>
<td>Sharpe</td>
<td>7</td>
</tr>
<tr>
<td>2/25/08</td>
<td>“Love Your Body” (UCC Info Table in conjunction with Body Image/Eating Disorders Awareness Week)</td>
<td>Sharpe, Franks</td>
<td>20</td>
</tr>
<tr>
<td>2/26/08</td>
<td>“Belly Dance Your Way to Better Body Image” Workshop. Instruction provided by Middle Eastern Dance Club. Sponsored by UCC in conjunction with Body Image/ ED Awareness Week.</td>
<td>Sharpe</td>
<td>8</td>
</tr>
<tr>
<td>2/27/08</td>
<td>Stress Survivor: Ward Island</td>
<td>Baysden, Franks</td>
<td>2</td>
</tr>
<tr>
<td>2/28/08</td>
<td>Queen for the Day</td>
<td>Sharpe</td>
<td>6</td>
</tr>
<tr>
<td>2/29/08</td>
<td>“Responding to Distressed Students”</td>
<td>Sharpe</td>
<td>14</td>
</tr>
<tr>
<td>Date</td>
<td>Event</td>
<td>Presenter(s)</td>
<td>Attendance</td>
</tr>
<tr>
<td>----------</td>
<td>------------------------------------------------------------</td>
<td>--------------</td>
<td>------------</td>
</tr>
<tr>
<td>3/03/08</td>
<td>Presentation to Computer Science Peer Leaders</td>
<td>Sharpe</td>
<td>20+</td>
</tr>
<tr>
<td>3/04/08</td>
<td>UCC Stress Management/Info Table at Ladies Night Out (sponsored by ICA)</td>
<td>Sharpe</td>
<td>5</td>
</tr>
<tr>
<td>3/12/08</td>
<td>“What’s Your Weed IQ?” quiz at I-ADAPT Table at Wild &amp; Wacky Wednesday</td>
<td>Sharpe, Bonds</td>
<td>300</td>
</tr>
<tr>
<td>3/13/08</td>
<td>Book Club Meeting re: Having Our Say</td>
<td>Baysden</td>
<td>0</td>
</tr>
<tr>
<td>3/27/08</td>
<td>Personal History: Creating A Life Map</td>
<td>Sharpe</td>
<td>2</td>
</tr>
<tr>
<td>4/01/08</td>
<td>Study Skill Presentation for Delta Delta</td>
<td>Sharpe</td>
<td>50</td>
</tr>
<tr>
<td>4/03/08</td>
<td>National Alcohol Screening Day</td>
<td>Ayala, Sharpe</td>
<td>13</td>
</tr>
<tr>
<td>4/16/08</td>
<td>Wellness Expo UCC Info/Stress Management Table</td>
<td>Sharpe, Ayala</td>
<td>150</td>
</tr>
</tbody>
</table>

[Link](http://app.weaveonline.com/report.aspx)
<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
<th>Presenter</th>
<th>Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>4/17/08</td>
<td>Aloha Day Camp Counselor Social Norms Training</td>
<td>Sharpe</td>
<td>30</td>
</tr>
<tr>
<td>4/18/08</td>
<td>Aloha Day Camp Counselor Social Norms Training</td>
<td>Sharpe</td>
<td>7</td>
</tr>
<tr>
<td>4/23/08</td>
<td>Surviving Finals</td>
<td>Sharpe</td>
<td>0</td>
</tr>
<tr>
<td>5/21/08</td>
<td>QPR Training at Employee Development Day</td>
<td>Berkich</td>
<td>16</td>
</tr>
<tr>
<td>5/21/08</td>
<td>Coping with Distressed &amp; Disruptive Students Presentation at Employee Development Day</td>
<td>Berkich</td>
<td>21</td>
</tr>
<tr>
<td>6/06/08</td>
<td>Safe Living Presentation</td>
<td>Berkich</td>
<td>250+</td>
</tr>
<tr>
<td>6/16/08</td>
<td>PUNKD by Procrastination</td>
<td>Franks</td>
<td>0</td>
</tr>
<tr>
<td>6/18/08</td>
<td>Creative Journaling I</td>
<td>Sharpe</td>
<td>10</td>
</tr>
<tr>
<td>6/20/08</td>
<td>Safe Living Presentation</td>
<td>Sharpe</td>
<td>250+</td>
</tr>
<tr>
<td>6/23/08</td>
<td>Listening, Reading &amp; Note taking Skills</td>
<td>Franks</td>
<td>21</td>
</tr>
<tr>
<td>6/25/08</td>
<td>Creative Journaling II</td>
<td>Sharpe</td>
<td>10</td>
</tr>
<tr>
<td>6/30/08</td>
<td>Reducing Test Anxiety &amp; Surviving Finals</td>
<td>Franks</td>
<td>0</td>
</tr>
<tr>
<td>7/02/08</td>
<td>Creative Journaling III</td>
<td>Sharpe</td>
<td>7</td>
</tr>
<tr>
<td>7/09/08</td>
<td>Creative Journaling IV</td>
<td>Sharpe</td>
<td>6</td>
</tr>
<tr>
<td>7/11/08</td>
<td>Safe Living Presentation</td>
<td>Berkich</td>
<td>250+</td>
</tr>
</tbody>
</table>
- Averaged across items, 100% of respondents either agreed or strongly agreed that the STAR Program events were organized, informative and beneficial (86% of respondents strongly agreed).
- Satisfaction surveys were completed for (3) of the UCC Scheduled Workshops. Averaged across items, 96% of respondents either agreed or strongly agreed that these UCC programs were organized, informative and beneficial to them (72% strongly agreed).

Success through Academic Responsibility (STAR) Program

STAR Program Workshops

<table>
<thead>
<tr>
<th>Date</th>
<th>Presentation</th>
<th>Presenter(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/30/08</td>
<td>Punk'd by Procrastination</td>
<td>Haufeler Franks</td>
</tr>
<tr>
<td>2/06/08</td>
<td>Eight Simple Rules for Making the Grade</td>
<td>Sharpe</td>
</tr>
</tbody>
</table>
STAR Program Learning Outcomes

<table>
<thead>
<tr>
<th>Date</th>
<th>Program Title</th>
<th>Instructor(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/13/08</td>
<td>Fear Factor: Exam Edition Test Preparation</td>
<td>Sharpe</td>
</tr>
<tr>
<td>2/20/08</td>
<td>Fear Factor II: Test Taking Skills</td>
<td>Sharpe</td>
</tr>
<tr>
<td>2/27/08</td>
<td>Stress Management</td>
<td>Baysden Franks</td>
</tr>
</tbody>
</table>

STAR Program Learning Outcomes

<table>
<thead>
<tr>
<th>Program Title</th>
<th>Pretest</th>
<th>Post-test</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008 Spring Semester Programs (4 Participants)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Punk’d by Procrastination</td>
<td>67%</td>
<td>83%</td>
</tr>
<tr>
<td>Stress Management</td>
<td>33%</td>
<td>100%</td>
</tr>
</tbody>
</table>

STAR Program Satisfaction Survey Results

- Averaged across items, 100% of respondents either agreed or strongly agreed that the STAR program was organized, informative and beneficial to them (86% strongly agreed).

Average Satisfaction Survey Ratings

2008 Spring Semester STAR Programs (24 Participants)
<table>
<thead>
<tr>
<th></th>
<th>SD</th>
<th>D</th>
<th>A</th>
<th>SA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The workshop was well organized and the main points were well covered and clarified.</td>
<td>0%</td>
<td>0%</td>
<td>12.5%</td>
<td>87.5%</td>
</tr>
<tr>
<td>2. The presenter was knowledgeable about the subject area.</td>
<td>0%</td>
<td>0%</td>
<td>12.5%</td>
<td>87.5%</td>
</tr>
<tr>
<td>3. The presenter helped me to understand how the workshop material related to my own life.</td>
<td>0%</td>
<td>0%</td>
<td>16.7%</td>
<td>83.3%</td>
</tr>
<tr>
<td>4. The material presented was informative and easy to understand.</td>
<td>0%</td>
<td>0%</td>
<td>8.3%</td>
<td>91.7%</td>
</tr>
<tr>
<td>5. I gained usable skills and/or knowledge that will benefit me in my academic or personal life.</td>
<td>0%</td>
<td>0%</td>
<td>20.8%</td>
<td>79.2%</td>
</tr>
</tbody>
</table>

Scoring: 1=Strongly Disagree (SD); 2 = Disagree (D); 3 = Agree (A); 4 = Strongly Agree (SA)

**Evaluation of UCC Scheduled Workshops**

**UCC Scheduled Workshops surveyed**
* Satisfaction surveys were completed on three (3) of the Fall 2007 Programs*
UCC Scheduled Workshops Satisfaction Survey Results
• Averaged across items, 96% of respondents either agreed or strongly agreed that UCC programs were organized, informative and beneficial to them (72% strongly agreed).

Average Satisfaction Survey Ratings
2007 Fall Semester UCC Programs
(26 Participants)

<table>
<thead>
<tr>
<th>Date</th>
<th>Title</th>
<th>Presenter</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/17/07</td>
<td>Sexual Orientation</td>
<td>Sharpe</td>
</tr>
<tr>
<td>10/23/07</td>
<td>Stress Management</td>
<td>Sharpe</td>
</tr>
<tr>
<td>11/16/07</td>
<td>Snooze the Night Away</td>
<td>Sharpe</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Statement</th>
<th>SD</th>
<th>D</th>
<th>A</th>
<th>SA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The workshop was well organized and the main points were well covered</td>
<td>4%</td>
<td>0%</td>
<td>15%</td>
<td>81%</td>
</tr>
<tr>
<td>and clarified.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. The presenter was knowledgeable about the subject area.</td>
<td>4%</td>
<td>0%</td>
<td>9%</td>
<td>88%</td>
</tr>
<tr>
<td>3. The presenter helped me to understand how the workshop material</td>
<td>4%</td>
<td>0%</td>
<td>41%</td>
<td>55%</td>
</tr>
<tr>
<td>related to my own life.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. The material presented was informative and easy to understand.</td>
<td>4%</td>
<td>0%</td>
<td>21%</td>
<td>75%</td>
</tr>
</tbody>
</table>
5. I gained usable skills and/or knowledge that will benefit me in my academic or personal life.  

<table>
<thead>
<tr>
<th>Scoring</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>SD</td>
<td>4%</td>
<td>3%</td>
<td>35%</td>
<td>59%</td>
</tr>
</tbody>
</table>

Scoring: 1=Strongly Disagree (SD); 2 = Disagree (D); 3 = Agree (A); 4 = Strongly Agree (SA)

Annual Student Evaluation of UCC Clinical and Outreach Services

Student Satisfaction Survey, Spring semester 2008

• Survey offered to all clients (except intake appointments) who had appointments from April 14 through April 25, 2008.
• Of the 116 people asked to complete the survey, 75% did so (87 surveys completed).
• Averaged across items of completed surveys, 89.7% of students agreed or strongly agreed they were satisfied with the various services offered at UCC (61.9% of respondents strongly agreed.)

Number of Surveys completed for each Counselor

Claudia Ayala  13
Matthew Baysden  9
Carla Berkich  11
Tom Callicott  21
Linda Cook  17
Cara Peña  7
Theresa Sharpe  16
Robert McClung  31
Practicum Students (2)  9

Note: Total is greater than the 87 surveys given as each client completed only one survey even though may have seen more than one practitioner.

Satisfaction Survey Question Breakdown

Facility Question 1
Customer Service and Confidentiality Questions 2 - 5
Helpfulness of Counselor Questions 6-9
Perceived Benefit of Counseling Questions 10-16 & 23

### Demographics of Respondents by Percentage

<table>
<thead>
<tr>
<th>Gender</th>
<th>Female</th>
<th>Male</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6</td>
<td>3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Class</th>
<th>Freshman</th>
<th>Sophomore</th>
<th>Junior</th>
<th>Senior</th>
<th>Graduate</th>
<th>International Students</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Asian American</th>
<th>Black/African American</th>
<th>Hispanic/Latino(a)</th>
<th>Native American</th>
<th>White/Caucasian</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Services *</th>
<th>Individual</th>
<th>Personal Skills</th>
<th>Couples</th>
<th>Psychiatry</th>
<th>Group</th>
<th>Workshop/Seminar</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9</td>
<td>1</td>
<td></td>
<td>3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Total does not equal to 100% as students can receive multiple counseling services and have multiple reasons for attending counseling.

**UCC Satisfaction Survey**

Please indicate the extent to which you agree or disagree with each of the statements listed below.

<table>
<thead>
<tr>
<th></th>
<th>SA</th>
<th>A</th>
<th>D</th>
<th>SD</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I felt comfortable in the waiting room.</td>
<td>45%</td>
<td>49%</td>
<td>5%</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td>2. The front desk staff was courteous and helpful.</td>
<td>90%</td>
<td>9%</td>
<td>0%</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td>3. The forms that I completed at the time of my first appointment were appropriate in terms of length and content.</td>
<td>51%</td>
<td>46%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td></td>
<td>4. Appointment and scheduling procedures were clearly explained.</td>
<td>74%</td>
<td>23%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>----</td>
<td>----------------------------------------------------------------</td>
<td>-----</td>
<td>-----</td>
<td>----</td>
<td>----</td>
</tr>
<tr>
<td></td>
<td>5. I trust that the information that I have shared with the Counseling Center will be treated confidentially.</td>
<td>73%</td>
<td>27%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td>6. My counselor(s) seemed well trained and competent in helping me with my concerns.</td>
<td>76%</td>
<td>23%</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td>7. My counselor(s) helped me to feel comfortable expressing my thoughts and concerns.</td>
<td>76%</td>
<td>23%</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td>8. My counselor(s) helped me to develop better ways of coping with my concerns.</td>
<td>60%</td>
<td>31%</td>
<td>6%</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td>9. I am encouraged by my counselor(s) to make my own decisions.</td>
<td>64%</td>
<td>33%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td>10. I have experienced improvement in the areas or condition that brought me to counseling.</td>
<td>45%</td>
<td>43%</td>
<td>7%</td>
<td>2%</td>
</tr>
<tr>
<td></td>
<td>11. I am better prepared to work through future problems on my own.</td>
<td>40%</td>
<td>44%</td>
<td>9%</td>
<td>3%</td>
</tr>
<tr>
<td></td>
<td>12. Overall, I have been satisfied with the quality of counseling I have received.</td>
<td>67%</td>
<td>30%</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td>13. I would return for counseling in future semesters, if the need arose.</td>
<td>78%</td>
<td>22%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td>14. I would recommend the Counseling Center to other students.</td>
<td>79%</td>
<td>21%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td>15. My experiences at the Counseling Center have positively affected my continued enrollment at TAMU-CC.</td>
<td>65%</td>
<td>26%</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td>16. Counseling has</td>
<td>41%</td>
<td>36%</td>
<td>9%</td>
<td>0%</td>
</tr>
<tr>
<td>Question</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>17. I am satisfied with the psychiatric services I have received at the Counseling Center.</td>
<td>47%</td>
<td>19%</td>
<td>2%</td>
<td>0%</td>
<td>33%</td>
</tr>
<tr>
<td>18. The psychiatrist helped me to feel comfortable sharing my thoughts and concerns during the appointment.</td>
<td>40%</td>
<td>24%</td>
<td>0%</td>
<td>0%</td>
<td>36%</td>
</tr>
<tr>
<td>19. My questions and concerns related to medication have been appropriately addressed by the psychiatrist.</td>
<td>35%</td>
<td>19%</td>
<td>1%</td>
<td>0%</td>
<td>45%</td>
</tr>
<tr>
<td>20. I would be willing to pay a modest fee for psychiatric services in order to get an appointment more quickly.</td>
<td>17%</td>
<td>21%</td>
<td>17%</td>
<td>12%</td>
<td>33%</td>
</tr>
<tr>
<td>21. I am interested in participating in therapy/support groups offered by the Counseling Center.</td>
<td>16%</td>
<td>29%</td>
<td>24%</td>
<td>9%</td>
<td>21%</td>
</tr>
<tr>
<td>22. I am interested in participating in workshops or seminars offered by the Counseling Center.</td>
<td>14%</td>
<td>36%</td>
<td>22%</td>
<td>8%</td>
<td>19%</td>
</tr>
<tr>
<td>23. I believe that the Counseling Center is an important and necessary university service.</td>
<td>91%</td>
<td>8%</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
</tr>
</tbody>
</table>

**Student Comments on UCC Satisfaction Survey**

Are there any programs or groups what you would like to see the Counseling Center offer?
"Maybe the times of the workshops/seminars always right in middle of day & work"
"Sexual Assault Group"
"Maybe one for overweight students…I'm not sure if there isn't one already."
"Confidence builder, team work……stress relief."
Something related to the late 20's student... career, family, relationships, sex."
"Spiritual growth for God, self identity."
"Al-Anon family group or NA-Anon family group...especially on a Saturday."
"I honestly do not know how I would be able to make it through my work without UCC!"
"Thanks"
"The counselor and psychiatrist were very helpful."
"Keep Up the Good Work."
"It's a great service available to students."
"Tom is the best"
"Get another psychiatrist! One is not enough for all students. Being put on a wait list for MONTHS is ridiculous!"
"I feel the services given by the Counseling Center are a crucial part of this university!
"Good Work & Thank you so much!"

**Teaching Results / Accomplishments**
Not applicable.

**Research/Scholar Activity Accomplishment**
Not applicable.

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**Detailed Assessment Report**

**2007-2008 Disability Services**

**Mission/Purpose**

Disability Services (DS) is committed to providing TAMUCC students with disabilities equal access and opportunity to discover, communicate, and apply knowledge and abilities. We foster a philosophy that encourages independence and assists students in realizing their academic potential. We facilitate the elimination of physical and attitudinal barriers that may encumber the academic success of a student with a disability. Our continued goal is to maintain an accessible community where students are challenged and diversity is celebrated.

**Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans**

**O 1: Provide appropriate academic accommodations.**
Provide reasonable and appropriate academic accommodations

**Document:**
[Exam Services Statistics 2007-2008](#)

**Strategic Plans:**

Texas A&M-Corpus Christi
1.1 Provide excellent academic programs & instruction.
1.6 Commitment to student diversity and quality.

**Related Measures:**

**M 1: Participation Rate**
Participation Rate
Source of Evidence: Activity volume
Document: Disability Services Participation Stats 2007-2008

Achievement Target:
Registered students ≥ 175

Document: Disability Services Participation Stats 2007-2008

Findings (2007-2008) - Achievement Target: Met
Registered Students = 178

Document: Disability Services Participation Stats 2007-2008

Findings (2006-2007) - Achievement Target: Met
Registered Students = 164

M 2: Number of Exams Administered
Number of Exams Administered
Source of Evidence: Activity volume


Achievement Target:
Exams administered ≥ 1050


Findings (2007-2008) - Achievement Target: Partially Met
Exams Administered = 866


Findings (2006-2007) - Achievement Target: Met
Exams Administered = 1,089

Related Action Plans:

Revise faculty syllabus statement
Revise and expand Disability Services syllabus statement recommended to faculty to inform students of services.
For more information, see the Action Plan Details section of this report.

M 3: Number of Hours Proctored
Number of Hours Proctored
Source of Evidence: Activity volume


Achievement Target:
Hours proctored ≥ 1300


Findings (2007-2008) - Achievement Target: Partially Met
Number of Hours Proctored = 1136

**Document:**
[Exam Services Statistics 2007-2008]

**Findings (2006-2007) - Achievement Target: Met**
Hours Proctored = 1,225

**Related Action Plans:**

**Revise faculty syllabus statement**
Revise and expand Disability Services syllabus statement recommended to faculty to inform students of services.
For more information, see the *Action Plan Details* section of this report.

**Revision of Faculty Syllabus Statement**
Revision of Faculty Syllabus Statement

For more information, see the *Action Plan Details* section of this report.

**M 4: Students Requesting Alternative Format**
Number of Students Requesting Books in Alternative Format

**Source of Evidence:** Activity volume

**Document:**
[Exam Services Statistics 2007-2008]

**Achievement Target:**
Students requesting books in alternative format ≥ 45

**Document:**
[Exam Services Statistics 2007-2008]

**Findings (2007-2008) - Achievement Target: Met**
Students Requesting Alternative Format = 80

**Document:**
[Exam Services Statistics 2007-2008]

**Findings (2006-2007) - Achievement Target: Met**
Students requesting books in alternative format = 64

**M 5: Books Requested in Alternative Format**
Number of Books Requested in Alternative Format

**Source of Evidence:** Activity volume

**Document:**
[Exam Services Statistics 2007-2008]

**Achievement Target:**
Books requested ≥ 180

**Document:**
[Exam Services Statistics 2007-2008]

**Findings (2007-2008) - Achievement Target: Met**
Books Requested in Alternative Format = 470

**Document:**
[Exam Services Statistics 2007-2008]
**Findings (2006-2007) - Achievement Target: Met**
Books requested = 371

**M 6: Number of Books Edited**
Number of Books Edited
Source of Evidence: Activity volume

**Document:**
Exam Services Statistics 2007-2008

**Achievement Target:**
Books edited ≥ 45

**Document:**
Exam Services Statistics 2007-2008

**Findings (2007-2008) - Achievement Target: Met**
Number of Books Edited = 220

**Document:**
Exam Services Statistics 2007-2008

**Findings (2006-2007) - Achievement Target: Met**
Books edited = 198

**M 7: Faculty Notification Letters**
Number of Faculty Notification Letters Requested
Source of Evidence: Activity volume

**Document:**
Interpreter Services and FNL Information 2007-2008

**Achievement Target:**
Faculty Notification Letter’s requested ≥ 700

**Document:**
Interpreter Services and FNL Information 2007-2008

**Findings (2007-2008) - Achievement Target: Met**
Faculty Notification Letter’s requested = 1,234

**Document:**
Interpreter Services and FNL Information 2007-2008

**Findings (2006-2007) - Achievement Target: Met**
FNL’s requested = 1,240

**M 8: Furniture Set-up Requests**
Number of Furniture Set-up Requests
Source of Evidence: Activity volume

**Document:**
Furniture/Assistive Technology Requests 2007-2008

**Achievement Target:**
Furniture requests ≥ 5

**Document:**
Furniture/Assistive Technology Requests 2007-2008
**Findings (2007-2008) - Achievement Target: Met**
Furniture Set-up Requests = 4 students for a total of 7 classroom set-ups

**Document:**
Furniture/Assistive Technology Requests 2007-2008

**Findings (2006-2007) - Achievement Target: Met**
Furniture set-up requests = 2

**M 9: Assistive Technology Requests**
Number of Assistive Technology Requests
Source of Evidence: Activity volume

**Document:**
Exam Services Statistics 2007-2008

**Achievement Target:**
Assistive Technology requests ≥ 30

**Document:**
Exam Services Statistics 2007-2008

**Findings (2007-2008) - Achievement Target: Met**
Assistive Technology Requests = 80

**Document:**
Exam Services Statistics 2007-2008

**Findings (2006-2007) - Achievement Target: Met**
Assistive Technology request = 68

**Related Action Plans:**

- **Create an Assistive Technology Lab**
  Create an Assistive Technology lab consisting of 3 workstations with adaptive equipment, software and furniture.
  For more information, see the *Action Plan Details* section of this report.

- **Hire Assistive Technology Person**
  Hire an Assistive Technology person to manage the Assistive Technology Lab.
  For more information, see the *Action Plan Details* section of this report.

**M 10: Use of Interpreter Services**
Use of Interpreter Services in Cost and Hours
Source of Evidence: Activity volume

**Document:**
Interpreter Services and FNL Information 2007-2008

**Achievement Target:**
Cost ≥ $68,000 Hours ≥ 1500

**Document:**
Interpreter Services and FNL Information 2007-2008

**Findings (2007-2008) - Achievement Target: Partially Met**
Cost = $53,082.50, Hours = 1,319

**Document:**
Interpreter Services and FNL Information 2007-2008
Findings (2006-2007) - Achievement Target: Met
Cost = $42,007.50, Hours = 1041

Related Action Plans:
- Analyze interpreter service costs
  Analyze interpreter service costs to better project budgetary needs.
  For more information, see the Action Plan Details section of this report.

O 2: Provide physical access to programs and facilities
Provide physical access to all programs and facilities

Documents:
- Furniture/Assistive Technology Requests 2007-2008
- Accessibility Inquiry Log 2007-2008

Strategic Plans:
- Texas A&M-Corpus Christi
  1.1 Provide excellent academic programs & instruction.
  1.4 Provide a supportive and safe campus environment
  1.6 Commitment to student diversity and quality.

Related Measures:

Physical Access Evaluation (checklist)
Source of Evidence: Evaluations

Achievement Target:
Complete evaluation and respond to issues twice annually

Findings (2007-2008) - Achievement Target: Met
Responded to 2 separate concerns regarding access issues for students.
Each concern was addressed promptly and recorded in the student's individual folder and on our Accessibility Log.

Document:
- Accessibility Inquiry Log 2007-2008

Findings (2006-2007) - Achievement Target: Partially Met
Physical Access Evaluations conducted twice annually. However, checklist was not completed.

M 12: Student Access Concern Form
Student Access Concern Form
Source of Evidence: Document Analysis

Document:
- Accessibility Inquiry Log 2007-2008

Achievement Target:
Evaluate and respond to 100% of requests

Document:
- Accessibility Inquiry Log 2007-2008

Findings (2007-2008) - Achievement Target: Met
Evaluated and responded to 100% of student requests. Information was logged in each individual student’s folder.

Document:
Accessibility Inquiry Log 2007-2008

Findings (2006-2007) - Achievement Target: Met
Evaluated and responded to 100% of student requests. Information was logged in each individual student’s folder.

O 3: Enhance understanding and support.
Provide leadership to campus community to enhance understanding and support of Disability Services

Documents:
- Exam Services Statistics 2007-2008
- Educational Programs Regarding Disabilities 2007-2008
- Interpreter Services and FNL Information 2007-2008

Strategic Plans:
Texas A&M-Corpus Christi
1.1 Provide excellent academic programs & instruction.
1.4 Provide a supportive and safe campus environment
1.6Commitment to student diversity and quality.
1.7 Commitment to faculty & staff diversity & quality.
1.8 Build & sustain mutually supportive relationships.

Related Measures:

M 13: Educational programs regarding disabilities.
13.a. Number of programs presented 13.b. Program evaluations

Source of Evidence: Benchmarking

Document:
- Educational Programs Regarding Disabilities 2007-2008

Achievement Target:
13.a. Programs presented ≥ 4 13.b. Satisfaction rate ≥ 80%

Document:
- Educational Programs Regarding Disabilities 2007-2008

Findings (2007-2008) - Achievement Target: Partially Met
13.a. Programs presented = 18
13.b. Data was not collected for these presentations.

Document:
- Educational Programs Regarding Disabilities 2007-2008

Findings (2006-2007) - Achievement Target: Met
13.a. Number of programs presented = 8. 13.b. Program satisfaction rate = 89%.

Related Action Plans:
- Educational Programs Presented
  For future presentations we will design and implement an evaluation of the program/presentation.
  For more information, see the Action Plan Details section of this report.
**Analyze interpreter service costs**
Analyze interpreter service costs to better project budgetary needs.

- **Priority:** High
- **Target Date:** 01/2009
  - January 2009
- **Responsible Person/Group:** Rachel A. cox
- **Budget Amount Requested:** $0

**Create an Assistive Technology Lab**
Create an Assistive Technology lab consisting of 3 workstations with adaptive equipment, software and furniture.

- **Priority:** High
- **Target Date:** 09/2009
  - September 2009
- **Responsible Person/Group:** Rachel A. cox
- **Additional Resources Needed:** Space, equipment, furniture and software
- **Budget Amount Requested:** $250000

**Educational Programs Presented**
For future presentations we will design and implement an evaluation of the program/presentation.

- **Priority:** High
- **Target Date:** 01/2009
  - January 2009
- **Responsible Person/Group:** Ralph McFarland
- **Budget Amount Requested:** $0

**Hire Assistive Technology Person**
Hire an Assistive Technology person to manage the Assistive Technology Lab.

- **Priority:** High
- **Target Date:** 01/2009
  - January 2009
- **Responsible Person/Group:** Rachel A. Cox
- **Additional Resources Needed:** Salary plus benefits
- **Budget Amount Requested:** $41000

**Revise faculty syllabus statement**
Revise and expand Disability Services syllabus statement recommended to faculty to inform students of services.

- **Priority:** Medium
- **Target Date:** 08/2009
  - Fall 2009
- **Responsible Person/Group:** Director of Disability Services

**Revision of Faculty Syllabus Statement**
Revision of Faculty Syllabus Statement

- **Priority:** Medium
Target Date: 08/2009
Responsible Person/Group: Director, Disability Services

Analysis Answers

What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?

In keeping with our mission, Disability Services (DS) provides TAMU-CC students with disabilities (SWD’s) equal access and opportunity to apply knowledge and abilities in realizing their academic potential. Our objectives to provide appropriate academic accommodations, access to programs and facilities, and leadership in enhancing campus understanding and support of Disability Services are affirmed by annual DS measures and findings showing the following specific outcomes:

- 178 students registered with Disability Services reflecting a 9.2% increase from 2006-2007
- 866 proctored exams with accommodations of extended time, scribes, readers, alternate format and/or assistive technology
- 80 students received alternative formatted text reflecting an 8% increase from 2006-2007
- 1,234 Faculty Notification Letters were generated for students with disabilities up 31 from 2006-2007
- 1,319 hours of American Sign Language Interpreter service was provided to 4 students with disabilities
- Disability Services responded to and provided for 4 requests for adaptive classroom furniture
- Disability Services responded to and provided for 2 requests for Assistive Computer software
- Disability Services addressed and facilitated the resolution of 2 physical access issues encountered by 2 students with disabilities
- Disability Services conducted and/or participated in 18 disability related educational programs
What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?

We do not currently have a program assessment to show outcomes and
objectives that require continued attention, however, we will conduct a student satisfaction survey that will include Exam Services, spring 2009. Additionally, to the extent possible, we will offer a brief assessment at the conclusion of our various disability awareness and educational presentations.

Annual Reports

Executive Summary

The following is a summary of Disability Services 2007-2008 highlights and accomplishments:

- Hired the new Assistive Technology Specialist.
- Conducted Orientation Overview Training for UCC, UHC and DS.
- Collaborated with Islander Cultural Alliance and sponsored a Disability Awareness event and dinner.
- Presented at the Disability Training Network Summer Institute.
- Presented a brief overview of Disability Services at “New Faculty Orientation”.
- Co-presented with University Counseling Center at each of the Colleges Faculty meetings, August 2007
- Co-presented at the Athletics Staff Orientation Meeting, August 2007
- Invited to and presented for Physical Plant “Utility Cart Safety Refresher with Emphasis on Persons with Disabilities”.
- Provided education and information to all students concerning Disability Services.
- Participated in all New Student Orientations in collaboration with University Counseling Center and University Health Center to disseminate information to students concerning all three departments.
- Invited to and presented at the Robstown ISD Transition Conference.
- Participated/volunteered for Islander Lights.
- Participated/volunteered for “Wishes and Dreams” Campaign.
- In the process of searching for a Disability Accommodations Specialist to replace Julie Joffray who was promoted to Assistive Technology Specialist.
- Presented at Employee Development Day.
- Presented at the Science Lab Teaching Assistant Orientation.
- Presented a Stress Management Workshop for the University Counseling Center.
- Presented a Stress Management Workshop for the International Student Organization.
- Presented at the ESLI Teachers Orientation.
- Presented at the Department of Blind Services Transition Conference
- Participated/volunteered at the President’s Picnic.
- Participated in the Career Services: “Get the Job” Fashion Show as Master of Ceremonies.
- Presented at the First Year Experience Committee Meeting, April 2008
- In collaboration with Veterans Affairs in order to better meet the needs of growing number of veterans enrolled at TAMU-CC.
- Served on various search committees and community panels.
- Continue to build and maintain community relations with various agencies/organization in the community such as Department of Assistive and Rehabilitative Services, Division of Blind Services, Family Counseling Center, Padre Behavioral Hospital, Del Mar College, Texas A&M Kingsville-Corpus.
Public/Community Service

The following include public and community service participation by Disability Services staff:

- Texas RehabAction Network, Participated, Rachel A. Cox, June 2007
- WorkSource, Disability Networking Group, Member, Rachel A. Cox, 2007-2008
- 5th Annual Opening the Doors Crime Victims Conference Committee, Committee Member, 2006-present
- Transition Conference, Robstown High School, Rachel A. Cox, April 2008
- Employer Symposium Planning Committee, Ralph McFarland, Committee Member, Spring 2008

Anticipated Challenges

Current and anticipated challenges facing Disability Services include the following:

- A growing number of registered students with disabilities needing academic accommodations
- Increased demand for assistive technology and materials in alternative format
- Lack of adequate space to provide exam accommodations and adaptive equipment for students with disabilities
- Growing number of students who are deaf/hard of hearing requiring ASL interpreter services
- Inadequate space for Assistive Technology station to train students on new and innovative assistive technology
- Inadequate space for an assistive technology lab and to house adaptive equipment such as the Braille Embosser and the High Speed Scanner to provide students with disabilities the same access to the universities programs and services
- A growing number of returning veterans and the ability to meet their unique/individual needs
- Additional funding to be able to purchase and maintain the equipment and space needs
- Possibly additional student workers and or full-time personnel to assist in the managing of the Assistive Technology lab and training station
- The need for a centralized location for Disability Services and Exam Services to be more efficient, effective and accessible to students with disabilities (in particular our students with mobility issues and students who are legally blind or visually impaired. In addition, may not have the need to add additional student workers due to Disability Services staff housed at one location.
- Currently, we are located near the University Health Center and the University Counseling Center. This has been conducive to providing more effective and efficient services for our students. To continue this would be a great benefit to all our students concerned.
**Closing the Loop / Planned Actions**

Create and implement a customer service survey and presentation evaluations.

Revise and expand Disability Services syllabus statement recommended to faculty to inform students of services.

Hire and Assistive Technology person and create an Assistive Technology Lab. This lab will be managed by the new AT position and will consist of 3 work stations with adaptive equipment, software and adjustable workstations.

**Summary of Requested Resources**

Approximate cost (and probably a very conservative figure) for expansion of Disability Services, Assistive Technology Lab/station for training and additional personnel is estimated at $291,000.

**Administrative Unit Accomplishments**

**Program Participation**

**Total Number of Students Registered:**

- 2007 - 2008 = 178
- 2006 - 2007 = 164
- 2006 - 2005 = 162

**Total Number of Registered Students per semester:**

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Fall 2007</td>
<td>128</td>
<td>123</td>
<td>109</td>
</tr>
<tr>
<td>Spring 2008</td>
<td>114</td>
<td>104</td>
<td>103</td>
</tr>
<tr>
<td>Summer I</td>
<td>36</td>
<td>39</td>
<td>40</td>
</tr>
<tr>
<td>Summer II</td>
<td>32</td>
<td>32</td>
<td>31</td>
</tr>
</tbody>
</table>

**Demographics**

**Registered Students by gender:**

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Females</td>
<td>79</td>
<td>87</td>
<td>76</td>
</tr>
<tr>
<td>Males</td>
<td>99</td>
<td>77</td>
<td>86</td>
</tr>
</tbody>
</table>

**Registered Students by classification:**

<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Freshman</td>
<td>50</td>
<td>35</td>
<td>29</td>
</tr>
<tr>
<td>Sophomores</td>
<td>29</td>
<td>24</td>
<td>30</td>
</tr>
<tr>
<td>Juniors</td>
<td>28</td>
<td>40</td>
<td>37</td>
</tr>
<tr>
<td>Seniors</td>
<td>48</td>
<td>47</td>
<td>49</td>
</tr>
<tr>
<td>Graduate</td>
<td>23</td>
<td>17</td>
<td>14</td>
</tr>
<tr>
<td>Doctoral</td>
<td>0</td>
<td>1</td>
<td>3</td>
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### Registered Students by disability:

<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>Learning Disability</td>
<td>21%</td>
<td>21%</td>
<td>23%</td>
</tr>
<tr>
<td>ADHD</td>
<td>24%</td>
<td>27%</td>
<td>22%</td>
</tr>
<tr>
<td>Physical</td>
<td>12%</td>
<td>10%</td>
<td>15%</td>
</tr>
<tr>
<td>Health Impaired</td>
<td>13%</td>
<td>15%</td>
<td>12%</td>
</tr>
<tr>
<td>Psychiatric</td>
<td>10%</td>
<td>9%</td>
<td>9%</td>
</tr>
<tr>
<td>Visual Impairment</td>
<td>11%</td>
<td>10%</td>
<td>8%</td>
</tr>
<tr>
<td>Hearing Impairment</td>
<td>4%</td>
<td>4%</td>
<td>7%</td>
</tr>
<tr>
<td>Traumatic Brain Injury</td>
<td>1%</td>
<td>2%</td>
<td>4%</td>
</tr>
<tr>
<td>Aspergers</td>
<td>1%</td>
<td>2%</td>
<td></td>
</tr>
<tr>
<td>Speech Impairment</td>
<td>1%</td>
<td>2%</td>
<td></td>
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<tr>
<td>Undiagnosed</td>
<td>2%</td>
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</table>

### Exam Services

**Total Exams administered per semester:**

<table>
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<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Fall</td>
<td>362</td>
<td>533</td>
<td>446</td>
</tr>
<tr>
<td>Spring</td>
<td>386</td>
<td>438</td>
<td>472</td>
</tr>
<tr>
<td>Summer</td>
<td>118</td>
<td>118</td>
<td>122</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>866</strong></td>
<td><strong>1,089</strong></td>
<td><strong>1,040</strong></td>
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</table>
### Total number of hours proctored by student workers:

<table>
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<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Hours</td>
<td>1,136</td>
<td>1,225</td>
<td>1,292</td>
</tr>
</tbody>
</table>

### Total number of students requesting materials/text in alternative format:

<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Students</td>
<td>80</td>
<td>64</td>
<td>42</td>
</tr>
</tbody>
</table>

### Total books requested in alternative format:

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Books</td>
<td>470</td>
<td>371</td>
<td>177</td>
</tr>
</tbody>
</table>

#### Breakdown of method of request:

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Total E-text Library</td>
<td>101</td>
<td>105</td>
<td>46</td>
</tr>
<tr>
<td>Total books scanned</td>
<td>135</td>
<td>85</td>
<td>23</td>
</tr>
<tr>
<td>Total ordered from publisher</td>
<td>234</td>
<td>181</td>
<td>108</td>
</tr>
</tbody>
</table>

### Total number of books edited:

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>220</td>
<td>198</td>
<td>41</td>
</tr>
</tbody>
</table>

### Teaching Results / Accomplishments

Not applicable.

### Research/Scholar Activity Accomplishment

Not applicable.

---

**Detailed Assessment Report**

**2007-2008 Health Center**

---

**Mission/Purpose**

The University Health center is directed toward enhancing the educational process for students by: treating illness, promoting optimal wellness, and enabling individuals to make informed decisions about their health related concerns.

---

**Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans**

**O 1: Treat Illness**

Treat short-term illnesses of students

**Strategic Plans:**

Texas A&M-Corpus Christi
1.4 Provide a supportive and safe campus environment

**Related Measures:**

**M 1: Graduating student survey**
Graduating Student Survey item #54 "The quality of care offered by the health center"

Source of Evidence: Client satisfaction survey (student, faculty)

**Achievement Target:**
Quality of care >= 75%

**Findings (2007-2008) - Achievement Target: Met**
Quality of care = 85.7 %

**Document:**
Graduating Student survey 2008

**Findings (2006-2007) - Achievement Target: Met**
quality of care = 89.5%

**M 2: usage statistics**
usage statistics of services at the University Health Center

Source of Evidence: Activity volume

**Achievement Target:**
a. Number of encounters increases with % increase of enrollment. b. % of population served increase by 2%

**Findings (2007-2008) - Achievement Target: Not Met**
a. enrollment did not have a significant increase. The number of encounters at the University Health Center actually fell by 24%. This is in direct relation to the absence of staff.
b. The percentage of the student population served was 31%. This is up 3% from last year.

**Findings (2006-2007) - Achievement Target: Not Met**
a. Enrollment increase by ~2%, total number of visits decreased by ~2% from FY06 12,502 to FY 07 12,185. b. Percent of the population served was FY 06 29% to FY 07 28% which is a 1% decrease.

**Related Action Plans:**
fill positions
fill existing vacant positions
For more information, see the Action Plan Details section of this report.

**M 3: satisfaction survey in health center**
Satisfaction survey in health center

Source of Evidence: Client satisfaction survey (student, faculty)

**Achievement Target:**
Satisfaction >=75%

**Findings (2007-2008) - Achievement Target: Met**
97% of responses to Overall satisfaction was rated as satisfied or very satisfied

**Document:**
Satisfaction Survey results 07-08

**Findings (2006-2007) - Achievement Target: Met**
overall satisfaction = 88%
M 4: Noel Levitz survey item
Noel Levitz Health Center item "The staff in the health services department area are competent"

Source of Evidence: Client satisfaction survey (student, faculty)

Achievement Target:
satisfaction >= national score

Findings (2007-2008) - Achievement Target: Not Met
On page 116 of the Noel Levitz survey the item "The staff in the health services area are competent" satisfaction = 0.19 lower than the national score.

Document: Noel Levitz 2008 pg 116

Findings (2006-2007) - Achievement Target: Not Met
data not yet available

Related Action Plans:
competency improvement
Work with staff on professional appearance, credential display, and assure they have the resources needed to perform at a high level. This would include professional development.
For more information, see the Action Plan Details section of this report.

O 2: Promote wellness
Promote wellness with educational and medical services

Strategic Plans:
Texas A&M-Corpus Christi
1.4 Provide a supportive and safe campus environment

Related Measures:

M 5: Satisfaction surveys of events
Satisfaction surveys from events

Source of Evidence: Client satisfaction survey (student, faculty)

Achievement Target:
Satisfaction >=75% @ 30% completion

Findings (2007-2008) - Achievement Target: Not Met
again this year due to lack of staff events did not occur.

Findings (2006-2007) - Achievement Target: Not Met
data not available. Due to staffing shortage events did not occur.

Related Action Plans:
plan educational/outreach events
Once vacant positions are filled, begin planning of one or two events.
For more information, see the Action Plan Details section of this report.

M 6: stats of flu vaccine
participation statistics of flu vaccine

Source of Evidence: Activity volume

Achievement Target:
15% increase in availability of vaccine and student participation

Findings (2007-2008) - Achievement Target: Met
Participation greatly increased due to the vaccine given at no charge. 200 vaccines were given this year. This is an 80% increase from FY07.

**Findings (2006-2007) - Achievement Target: Met**
participation increased by 62% from 55 in FY06 to 89 in FY 07

**M 7: stats of meningitis vaccine**
participation statistics of meningitis vaccine

Source of Evidence: Activity volume

**Achievement Target:**
2.7% increase of vaccine administered from 05-06 which is equal to % increase of student population

**Findings (2007-2008) - Achievement Target: Not Met**
decrease in participation of 9% from 06-07 (drop from 58 to 53)

**Findings (2006-2007) - Achievement Target: Not Met**
decrease in participation of 13% from FY 06 (67) to FY 07 (58)

**Related Action Plans:**
no action

Due to the high advertising rate and many students now receiving the vaccine before arriving to the University, often in High School, this measure is no longer valid.

For more information, see the *Action Plan Details* section of this report.

**end assessment of meningitis vaccine**
end assessment of meningitis vaccine administration

For more information, see the *Action Plan Details* section of this report.

**O 3: Teach to make informed decisions**
Assist students in making informed decisions about their health care needs.

**Strategic Plans:**
Texas A&M-Corpus Christi
1.3 Promote lifelong learning and global citizenship.
1.4 Provide a supportive and safe campus environment

**Related Measures:**

**M 8: Education project survey.**
Pap smear education project survey

Source of Evidence: Client satisfaction survey (student, faculty)

**Achievement Target:**
Satisfaction >=75% @ 50% completion

**Findings (2007-2008) - Achievement Target: Not Met**
survey was not implemented due to continued shortage of staff

**Findings (2006-2007) - Achievement Target: Not Met**
data not available due to staffing shortage project was temporarily placed on hold

**Related Action Plans:**

**Institute pap smear satisfaction survey**
With staffing reaching full capacity, institute the pap smear exam education project survey. This will include follow up with students receiving well woman exam services and surveying their experience.

For more information, see the *Action Plan Details* section of this report.
M 9: return rate of patients with normal results
Return rate of patients with normal results
Source of Evidence: Activity volume

**Achievement Target:**
Return rate >= 50%

- **Findings (2007-2008) - Achievement Target: Not Met**
  Shortage in staff caused project to not be instituted. Data not available.

- **Findings (2006-2007) - Achievement Target: Not Met**
  Data not available due to staffing shortage and project temporarily placed on hold.

**Related Action Plans:**

- **begin return rate of normal result project**
  As positions have been filled, begin project and collect data on the education of the consultation prior to the pap smear for students with normal results.
  For more information, see the *Action Plan Details* section of this report.

M 10: return rate of patients with abnormal results
Return rate of patients with abnormal results
Source of Evidence: Activity volume

**Achievement Target:**
Return rate = 100%

- **Findings (2007-2008) - Achievement Target: Not Met**
  Staffing shortage prolonged the absence of this project. Data not available on assessment of learning of pap smear information.

- **Findings (2006-2007) - Achievement Target: Not Met**
  22% of all pap smears performed returned with abnormal results. Data is not available at this time for percent of face to face notifications of results. This is in conjunction with pap smear education project. Project was not fully instituted with staffing shortage.

**Related Action Plans:**

- **begin pap smear education project**
  With staff positions filled, begin learning assessment of pap smear education with students with abnormal results of pap smear exams.
  For more information, see the *Action Plan Details* section of this report.

### Details for Action Plans Established This Cycle

- **begin pap smear education project**
  With staff positions filled, begin learning assessment of pap smear education with students with abnormal results of pap smear exams.
  - **Priority:** Medium
  - **Target Date:** 08/2009 August 2009
  - **Responsible Person/Group:** Director University Health Center
  - **Budget Amount Requested:** $0

- **begin return rate of normal result project**
  As positions have been filled, begin project and collect data on the education of the consultation prior to the pap smear for students with normal results.
**competency improvement**
Work with staff on professional appearance, credential display, and assure they have the resources needed to perform at a high level. This would include professional development.

**Priority:** Low  
**Target Date:** 08/2010  
August 2010  
**Responsible Person/Group:** Director, University Health Center  
**Additional Resources Needed:** travel; continuing education funding

**end assessment of meningitis vaccine**
end assessment of meningitis vaccine administration

**Priority:** Low  
**Target Date:** 09/2008  
September 2008  
**Responsible Person/Group:** Director

**fill positions**
fill existing vacant positions

**Priority:** High  
**Target Date:** 10/2008  
October 30, 2008  
**Responsible Person/Group:** Director University Health Center  
**Additional Resources Needed:** none, funding already in budget

**Institute pap smear satisfaction survey**
With staffing reaching full capacity, institute the pap smear exam education project survey. This will include follow up with students receiving well woman exam services and surveying their experience.

**Priority:** Medium  
**Target Date:** 08/2009  
Fall 2009  
**Responsible Person/Group:** Director University Health Center  
**Additional Resources Needed:** none

**no action**
Due to the high advertising rate and many students now receiving the vaccine before arriving to the University, often in High School, this measure is no longer valid.

**Priority:** Low  
**Target Date:** 09/2008  
September 2008  
**Responsible Person/Group:** Director, University Health Center
**plan educational/outreach events**
Once vacant positions are filled, begin planning of one or two events.

**Priority:** Medium

**Target Date:** 08/2009
August 2009

**Responsible Person/Group:** Director University Health Center

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### Analysis Answers

**What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?**
Internal assessment proved students that used the services were very satisfied. The quality of care remained at a high level despite vacant positions. Promotion of health in the vaccination category increased. Influenza vaccines were received at a higher rate that the past two years and the need for meningitis vaccine has decreased due to the overwhelming participation at the high school level.

**What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?**
The main focus on improvement revolves around the center becoming fully staffed. Once staff are in place, more students will be served at a higher quality of care. Programming will begin and further assessment will take place.

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### Annual Reports

#### Executive Summary
Staffing changes have been the major theme this year. Two new positions were added, a medical assistant and another registered nurse. These changes were to enhance our ability to provide quality consistent care and enable the beginning of outreach educational activities. Even though we were able to add and fill these positions, with departures we maintained an understaffed clinic. With that aside, many positive things did occur with the Health Center. We have continued to have very collaborative relationships with the University Counseling Center, Disability Services, Recreational Sports and the Athletic Training staff. Communication and participation with the Athletic Training staff has increased this year bringing more services to the Student Athlete without isolating all of our students.

#### Public/Community Service
The University Health Center works closely with the Nueces County Health Department in disease occurrence statistics. There are weekly phone conversations with the Health Department during flu season to report and discuss prevalence in the area.
For the University Community participation in the Wellness Expo resulted in 50 Cholesterol and Glucose screenings with consultations for faculty, staff, and students. This event was accomplished with the help of the Human Resources Department and the School of Nursing. The massage therapist also contributed 20 chair massages. The student population received 200 influenza vaccines at no additional charge. Concentra Medical Center visited campus and provided vaccines to faculty and staff.

#### Anticipated Challenges
The largest anticipated challenge revolves around space. At an ever growing campus population, demand is growing exponentially. Even though it has been a challenge to
Summary of Requested Resources
The primary resource needed for growth congruent with the student population is facility planning. Additional square footage and services need to be considered. A safe, secure, efficient, larger space is needed for current and future growth of the campus.

Administrative Unit Accomplishments

Participation/Statistics

<table>
<thead>
<tr>
<th>Service</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Visits</td>
<td>9,210</td>
</tr>
<tr>
<td>Nursing</td>
<td>5,567</td>
</tr>
<tr>
<td>Visits</td>
<td>3,400</td>
</tr>
<tr>
<td>Phone Consultations</td>
<td>2,167</td>
</tr>
<tr>
<td>Nurse Practitioner</td>
<td>1,105</td>
</tr>
<tr>
<td>Physician</td>
<td>723</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>1,815</td>
</tr>
</tbody>
</table>

In FY 2008 the total number of visits decreased again. Physician visits increased from last year. However, nursing and Nurse Practitioner visits decreased greatly impacting the overall total. There was a five month period of limited Nurse Practitioner time which caused a

Closing the Loop / Planned Actions

- Create an outreach program. This will hopefully begin with one or two programs in the FY 2009.
- Continue the focus on assessment and policy. As an initiative from the University as a whole all policies, procedures and assessment tools are going to be evaluated and revised.
- Update, add and revise policies and procedures for the University Health Center.
- Quality Assurance studies will resume on various clinical practices.
- Planning for physical space needs and future expansion of services.
decrease in both types of visits. Nursing visits were often referred to the community when symptoms were suspected to be beyond the Registered Nursing level of care. This was an unforeseen incident and planning has begun to prevent such a loss in the future. Pharmacy usage decreased. The cause of this continued decline is multifaceted. The impact of the decrease in visits as described also impacted the pharmacy. With the absence of a provider, the number of prescriptions written also decreased. In addition the impact of community pharmacies offering discount programs with pricing lower than cost has continued to adversely impact the UHC pharmacy. Oral contraceptives have now begun to appear on these discount lists and pricing is lower than the University’s cost. Planning is underway to analyze the feasibility of continuing to offer the same level of pharmacy services.

**Diagnosis Summary**

The types of visits and the medical diagnoses show a similar pattern to the previous years. Most of the visits were wellness in nature. This includes screening, physicals and consultations and most nursing visits have a “health seeking behavior” diagnosis in addition to any medical diagnosis that may be given. Gynecology visits decreased this year, which is directly linked to the absence of the Nurse Practitioner. Ear, Nose, Throat (ENT) problems were on the rise as well as psychiatric diagnoses.

**Demographic data**

**Ethnicity**

Percent usage based on ethnicity for FY 2008 is as follows. The changes made to the system last year gave better data this year. The category of Unknown is added to the report this year. Hawaiian/Pacific Islander is no longer a category collected. Data appears to be similar to statistics collected in FY 2006 and is reflective of the campus community.

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>FY 2006</th>
<th>FY 2007</th>
<th>FY 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Native American</td>
<td>0 %</td>
<td>Not collected</td>
<td>1 %</td>
</tr>
<tr>
<td>Asian</td>
<td>1%</td>
<td>Not collected</td>
<td>2%</td>
</tr>
<tr>
<td>Black</td>
<td>5%</td>
<td>18%</td>
<td>4%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>30%</td>
<td>38%</td>
<td>29%</td>
</tr>
<tr>
<td>Hawaiian/Pacific</td>
<td>3%</td>
<td>Not collected</td>
<td>not collected</td>
</tr>
</tbody>
</table>
Classification

Percent usage based on classification has remained steady with the highest usage from seniors.

Gender

Percent usage based on gender has consistently shown greatly higher usage by females than males. However, there was a slight steady increase in male student usage each year.

Outreach Activity

Wellness Expo

50 Cholesterol and Glucose screenings with consultations

20 Chair massages

Influenza vaccines

200 Students vaccinated

Concentra Medical Center was invited to campus for the Faculty and Staff to receive influenza vaccines.

Satisfaction Survey

- Random, volunteer satisfaction surveys were performed throughout the FY 2008. Students were asked to rate eleven
items from very satisfied to very dissatisfied. There were two additional statements from last year’s survey. Overall the majority of the items were rated as very satisfied or satisfied. Most showed improvement of satisfaction in comparison to last year. Of the responses to the survey 56% reports having health insurance, which is down 13 percent from last year’s survey. After hearing complaints of it being very difficult to get an appointment a survey item inquiring when their appointment was scheduled was added. Forty percent responded “yesterday”, 13% “today” and 26% “2-3 days”. Only 21% scheduled a week or longer prior to their visit.

### Satisfaction Survey Results

<table>
<thead>
<tr>
<th>Item</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointment availability met my needs</td>
<td>80%</td>
<td>12%</td>
<td>6%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Front office staff were courteous &amp; friendly</td>
<td>80%</td>
<td>14%</td>
<td>2%</td>
<td>1%</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Medical staff were courteous &amp; friendly</td>
<td>86%</td>
<td>11%</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Staff attended to my health concerns</td>
<td>86%</td>
<td>9%</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>My questions were answered today</td>
<td>84%</td>
<td>8%</td>
<td>1%</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>My illness/injury was explained to me</td>
<td>76%</td>
<td>9%</td>
<td>2%</td>
<td>0</td>
<td>0</td>
<td>8%</td>
</tr>
</tbody>
</table>
Document:
Annual Report 07-08

Teaching Results / Accomplishments

Research/Scholar Activity Accomplishment

<table>
<thead>
<tr>
<th></th>
<th>72%</th>
<th>11%</th>
<th>8%</th>
<th>0</th>
<th>1%</th>
<th>1%</th>
</tr>
</thead>
<tbody>
<tr>
<td>I learned something today</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Privacy for patient information is evident</td>
<td>79%</td>
<td>12%</td>
<td>1%</td>
<td>0</td>
<td></td>
<td>3%</td>
</tr>
<tr>
<td>Follow up, return instructions and self care were explained</td>
<td>86%</td>
<td>8%</td>
<td>2%</td>
<td>0</td>
<td>0</td>
<td>1%</td>
</tr>
<tr>
<td>Facilities are clean</td>
<td>91%</td>
<td>5%</td>
<td>1%</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>My overall impression of the UHC</td>
<td>82%</td>
<td>15%</td>
<td>0</td>
<td>1%</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Mission/Purpose
Judicial Affairs strives to provide a safe environment for learning by promoting civil and responsible behavior of students. The department endeavors to ensure fairness and facilitate educational experiences for students who participate in the judicial process.

Student Learning Outcomes, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

O 1: Provide an education experience.
Provide an educational experience for students who have been part of the judicial...
Strategic Plans:

Texas A&M-Corpus Christi
1.3 Promote lifelong learning and global citizenship.
1.4 Provide a supportive and safe campus environment

Related Measures:

M 1: Judicial Affairs Survey - Lessons Learned
Judicial Affairs survey results of "Lessons Learned"
Source of Evidence: Evaluations

Achievement Target:
70% of students will report that the hearing process was educational.

Findings (2007-2008) - Achievement Target: Not Met
Data not available. Survey not implemented.

Findings (2006-2007) - Achievement Target: Not Met
Data not available.

Related Action Plans:

Hire an IT Manager
Hire an IT Manager to assist with the technical support for Odyssey, a judicial database system. This person will be hired to do the following:

- Consults with vendors to resolve problems beyond the scope of normal support
- Assisting users having problems with use of system software and applications
- Supervising, managing, coordinating, performing and following up on routine, advanced, and specialized installations, testing, maintenance, modifications, and troubleshooting on computer operating system programs, software, and network supported software
- Ensures that TAMUCC security policies are followed to comply with FERPA

For more information, see the Action Plan Details section of this report.

M 2: Judicial Affairs Sanction Survey - Application
Judicial Affairs Sanction Survey Results - Application of knowledge taught through sanctions.
Source of Evidence: Evaluations

Achievement Target:
50% of students will report that they applied information/experience learned from sanction(s) to life.

Findings (2007-2008) - Achievement Target: Not Met
Data not available. Lack of technical support.

Findings (2006-2007) - Achievement Target: Not Met
Data not available.

**Related Action Plans:**

**Hire an IT Manager**

Hire an IT Manager to assist with the technical support for Odyssey, a judicial database system. This person will be hired to do the following:

- Consults with vendors to resolve problems beyond the scope of normal support
- Assisting users having problems with use of system software and applications
- Supervising, managing, coordinating, performing and following up on routine, advanced, and specialized installations, testing, maintenance, modifications, and troubleshooting on computer operating system programs, software, and network supported software
- Ensures that TAMUCC security policies are followed to comply with FERPA

For more information, see the *Action Plan Details* section of this report.

**M 3: Judicial Affairs Sanction Course Results**

Course results based on pre/post test analysis after the completion of the online Under the Influence and Marijuana 101 coursees.

Source of Evidence: Faculty pre-test / post-test of knowledge mastery

**Achievement Target:**

Under the Influence course post-test results >= 20% improvement. Marijuana 101 course post-test results >= 20% improvement.

**Findings (2007-2008) - Achievement Target: Partially Met**

- Under the Influence course post-test results >= 27% improvement.
- Marijuana 101 course post-test results >= 18%

**Documents:**

Marijuana Online Course Results
Alcohol Online Course

**Findings (2006-2007) - Achievement Target: Met**

There was a 25% improvement over the pre-test scores for Under the Influence online course. There was a 20% improvement over the pre-test scores for the Marijuana 101 online course.

**Related Action Plans:**

**Evaluation of Online Sanction Courses for Alcohol**

Will compare the effectiveness of the Under the Influence online course to other online alcohol sanction course.

For more information, see the *Action Plan Details* section of this report.

**M 4: Repeat offenders**
Total number of students who do not receive a second Code of Conduct violation.

Source of Evidence: Activity volume

**Achievement Target:**
70% of students will not have second Code of Conduct violation.

**Findings (2007-2008) - Achievement Target: Met**
92% of students did not have second Code of Conduct violations.

**Findings (2006-2007) - Achievement Target: Met**
95% of the violators were not repeat offenders.

**M 5: Sanction Completion Rate**
Sanction Completion Rate

Source of Evidence: Activity volume

**Achievement Target:**
70% of student violators complete all assigned sanction(s).

**Findings (2007-2008) - Achievement Target: Met**
72% of student violators complete all assigned sanctions.

**Documents:**
Judicial Adjudication Data 2007-2008

**Findings (2006-2007) - Achievement Target: Not Met**
Only 67% of the student found responsible completed their sanctions.

**Other Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans**

**O 2: Ensure fairness and due process.**
Ensure fairness and due process for adjudicating hearings

**Strategic Plans:**
Texas A&M-Corpus Christi
  1.3 Promote lifelong learning and global citizenship.
  1.4 Provide a supportive and safe campus environment

**Related Measures:**

**M 6: 2008 Noel Levitz Survey Results - Fairness**
2008 Noel Levitz Survey Results - Disciplinary Process Fairness

Source of Evidence: Client satisfaction survey (student, faculty)

**Achievement Target:**
Disciplinary Process Fairness => national score.

**Findings (2007-2008) - Achievement Target: Met**
Disciplinary Process Fairness = .05 > National Score

**Document:**
Noel Levitz Survey 2008

**Findings (2006-2007) - Achievement Target: Not Met**
Score equals .11 less than national average.
M 7: 2008 Graduating Student Survey - Fairness
2008 Graduating Student Survey - Fairness of the judicial process.
Source of Evidence: Client satisfaction survey (student, faculty)

Achievement Target:
Fairness of Judicial Process >= 80%.

Findings (2007-2008) - Achievement Target: Met
87% believed the judicial process was fair.

Document: Graduating Student Survey 2008

Findings (2006-2007) - Achievement Target: Met
89% believed that the judicial process was fair.

M 8: Judicial Affairs Survey Results
Judicial Affairs Survey Results - Fairness
Source of Evidence: Evaluations

Achievement Target:
70% of students will report that they believe they were treated fairly throughout the judicial process.

Findings (2007-2008) - Achievement Target: Not Met
Data not available. Survey was not implemented.

Findings (2006-2007) - Achievement Target: Not Met
Data not available.

Related Action Plans:

Hire an IT Manager
Hire an IT Manager to assist with the technical support for Odyssey, a judicial database system. This person will be hired to do the following:

- Consults with vendors to resolve problems beyond the scope of normal support
- Assisting users having problems with use of system software and applications
- Supervising, managing, coordinating, performing and following up on routine, advanced, and specialized installations, testing, maintenance, modifications, and troubleshooting on computer operating system programs, software, and network supported software
- Ensures that TAMUCC security policies are followed to comply with FERPA

For more information, see the Action Plan Details section of this report.

O 3: Promote awareness of conduct expectations.
Promote awareness of conduct expectations of TAMU-CC students

Strategic Plans:
Texas A&M-Corpus Christi
1.3 Promote lifelong learning and global citizenship.

**Related Measures:**

**M 9: Student Handbooks**
Distribution of Student Handbooks to students and new faculty members.

Source of Evidence: Activity volume

**Achievement Target:**
4000 copies of Student Handbook will be distributed

**Findings (2007-2008) - Achievement Target: Met**
4000 Student Handbooks were distributed to students and new faculty members.

**Document:**
Student Handbook Distribution 2007-2008

**Findings (2006-2007) - Achievement Target: Met**
4000 copies of the Student Handbook were ordered and distributed.

**M 10: 2009 NSSE Survey - Student Handbook**
2009 NSSE Survey - Student Handbook provides needed information

Source of Evidence: Client satisfaction survey (student, faculty)

**Achievement Target:**
Student Handbook provides needed information >= 70% agreement.

**Findings (2007-2008) - Achievement Target: Met**
The NSSE Survey is only administered in odd years. Data results will not be available until 2009.

**Findings (2006-2007) - Achievement Target: Met**
Student Handbooks provides needed information: a.) Freshmen = 93% agreement b.) Seniors = 88% agreement.

**Details for Action Plans Established This Cycle**

**Evaluation of Online Sanction Courses for Alcohol**
Will compare the effectiveness of the Under the Influence online course to other online alcohol sanction course.

**Priority:** Medium

**Target Date:** 05/2009

**Responsible Person/Group:** Angela Walker

**Additional Resources Needed:** None

**Budget Amount Requested:** $0

**Hire an IT Manager**
Hire an IT Manager to assist with the technical support for Odyssey, a judicial database system. This person will be hired to do the following:

- Consults with vendors to resolve problems beyond the scope of normal support
- Assisting users having problems with use of system software and applications
- Supervising, managing, coordinating, performing and following up on routine, advanced, and specialized installations, testing, maintenance,
modifications, and troubleshooting on computer operating system programs, software, and network supported software

- Ensures that TAMUCC security policies are followed to comply with FERPA

**Priority:** Medium  
**Target Date:** 08/2009  
August 2009  
**Responsible Person/Group:** Angela Walker  
**Additional Resources Needed:** Salary plus benefits  
**Budget Amount Requested:** $50000

**Analysis Answers**

**What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?**

The assessment indicates that the number of repeat offenders of the *Student Code of Conduct* was less than 9% and that assigned sanctions are being completed. Both the Noel Levitz and Graduating Students Surveys indicated that students felt the judicial process was fair. Also, all 4000 copies of the 2007-2008 Student Handbook and Code of Conduct were distributed to the various departments.

**What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?**

Though the post-test result for Under the Influence online course indicated an increase in awareness, the Marijuana 101 did not have the same success rate. No results to report as a result of the Judicial Affairs Survey not being implemented. Further technology assistance is needed and is being sought out for final implementation.

**Annual Reports**

**Executive Summary**

Judicial Affairs is a function of the Division of Student Affairs and oversees the enforcement of the Texas A&M University-Corpus Christi’s *Student Code of Conduct*. This includes all violations of University Rules, whether taking place on or off campus, involving both individual students and/or student organizations. This also includes both acts of behavior as well as academic misconduct that have been referred to our office. The office oversees the following services:

a.) student conduct/discipline issues  
b.) recruitment and training of the Student Conduct Board  
c.) student mediation/conflict resolution  
d.) prevention/educational programs

Judicial Affairs supports the mission of Texas A&M University-Corpus Christi by striving to protect its educational community and to maintain social discipline among its students and student organization in order to provide a safe community for learning. The department experienced an increase in cases related to domestic disturbances and disruptive conduct. In response, we hosted Brett Sokolov, a nationally known speaker to address faculty and staff issues on responding to students in distress. However, alcohol and drugs continue to be the predominant charge. The chart below shows the number of alcohol and drug violations that occurred in the past three years.
Public/Community Service

Angela Walker has served on various committees both on and off campus, which include the following:

**On-Campus**
- Ceremonies Committee
- Diversity Committee
- Student Affairs Homecoming Committee – Blue & Green Sub-Committee
- I-CARE Behavior Intervention Team
- Islander Alcohol and Drug Abuse Prevention Team (I-ADAPT)
- McNair Advisory Committee
- Orientation Program Self – Study Assessment Committee – Chair
- SACS Readiness Sub Committee, Student Rights & Complaints
- Student Commencement Speaker Selection Committee, Chair
- Web Council

**Off-Campus**

- Intergovernmental Commission on Drug and Alcohol Abuse
- Texas Association for Black Personnel in Higher Education, 2010 Annual Conference Planning Committee

Judicial Affairs has participated in other campus events such as:

- New Student Orientation
- Islander Lights
- Late Night Breakfast
- Residential Assistant Training
- University Police Department Safety Fair
- Wild and Wacky Wednesday
- Passport to the Island

Angela Walker also volunteers her time with the Children's Church Department and the Tape Ministry at Corpus Christi Christian Fellowship Church (CCCF). Also, she assists high school students from the CCCF prepare for college.

**Anticipated Challenges**

In June 2008, the University approved the new Procedures for Academic Misconduct Cases. The role of the Chief Judicial Officer is to coordinate and oversee the academic misconduct hearing process. This role will be additional responsibilities for
Judicial Affairs. As a result, it is projected that the workload will significantly increase for the Judicial Affairs Officer. Since this department consist of only one professional staff person, with the increase workload, it will be extremely challenging for the Judicial Affairs Officer to implement and manage a newly developed civility sanction course without additional staff support.

Judicial Affairs purchased a judicial database system in 2006. However, we have experienced several problems with its installation and data transfer (student records). As a result, Judicial Affairs has not been able to fully utilize the judicial database system to its full capacity. Therefore, this has created a problem with the department being able to access its judicial records quickly and/or running reports regarding violations.

Closing the Loop / Planned Actions
Judicial Affairs has developed two action plans to provide IT support for its department. These action plans include the following:

1.) Hire an IT Manager for the department and determine how this person could also be used to assist other departments within the Division of Student Affairs.

2.) Create a draft job description for an IT Manager and seek recommendations from other department areas within the Student Affairs for feedback.

3.) Evaluate online course offering.

Summary of Requested Resources
IT Manager - Judicial Affairs purchased a judicial database system 2 years ago. However, we have experienced several challenges that has prevented us from fully utilizing the system. IT Manager will offer the assistance we need regarding trouble shooting, data transfer issues, and programming code, etc. Also, this person will be hired to assist the department in implementing an online survey that is specifically unique to our judicial process. Approximately cost $50,000.

Administrative Unit Accomplishments
Judicial Affairs received a $5000 Enforcing Underage Drinking Laws (EUDL) Grant through partnership with the Corpus Christi Police Department in 2006. The EUDL Grant was renewed for 2007-2008 academic year, which funded by the Texas Alcohol Beverage Commission. Funding from the EUDL Grant was used to sponsor various educational programming on alcohol awareness. These programs include the following:

Party House - Tuesday, October 9, 2007 - Camden Miramar hosted “party” in Surf/ Jetty. UCC facilitated memorial room to address drinking and driving and alcohol poisoning scene. 277 students participated. This year, t-shirt design used a statistic from the CORE survey data which told us that “80% of Islanders do not think drinking makes a person sexier” which was used to spread the message months after the event.
Death by Alcohol: The Sam Spady Story - Sunday, October 21, 2007 - UCC and I-ADAPT showed short video and led discussion on alcohol poisoning and binge drinking. 37 students participated. I-ADAPT t-shirts were provided.

SMASHED: Toxic Tales of Teens and Alcohol - Tuesday, October 23, 2007 - UCC and I-ADAPT presented the graphic HBO-Family film on the consequences of alcohol injuries. This film was made available to RADD and the RADD Youth Coalition through the generosity of the Home Box Office Network. 9 students participated. I-ADAPT t-shirts were provided.

Tell Me Something I Don’t Know - Thursday, October 25, 2007 - UCC and I-ADAPT presented provocative film and discussion on fraternity drinking on college campuses. 39 students participated. I-ADAPT t-shirts were provided.

Late Night Breakfast - Tuesday, December 4, 2007 - I-ADAPT gave out granola bars and BAC calculators. 22 students completed e-CHUG. I-ADAPT t-shirts were provided.

Rec Sports Staff Training - Tuesday, January 15, 2008 - UCC presented Alcohol Poisoning Response Presentation to 43 student employees.

Up All Night During Homecoming Week - Thursday, January 31, 2008 - The Campus Activities Board hosted “Up All Night” as part of Homecoming Week of activities. I-ADAPT created a virtual bar with mocktails and opportunities to complete e-CHUG and What’s Your BAC? The event featured free T-Shirts featuring our campaign logo, food, prizes, and FUN! There were approximately 400 students who attended the event.

Super Bowl Party - Sunday, February 4, 2007 3:30 p.m. - This event was co-sponsored with Camden Miramar Campus Housing to provide a fun, alternative environment for students to enjoy the Super Bowl festivities instead of watching it at a bar. Food and door prizes was provided. There were approximately 108 students in attendance.

Late Night Breakfast - May 6th, 2008 - I-ADAPT provided students with red ribbons reminding them to drive safely over summer and avoid drinking and driving.

Funding from the EUDL Grant provided the opportunity to partner with other departments and organizations in an effort to promoting healthy choices among the TAMUCC campus community in order to reduce the negative consequences of alcohol.
and drug use/abuse. Through partnerships with Islander’s Alcohol and Drug Abuse Prevention Team (I-ADAPT) and the University Counseling Center, funding from the grant was used to purchase e-CHUG, an evidence-based, on-line alcohol intervention and personalized feedback tool developed by counselors and psychologists at San Diego State University. This online assessment tool has been used to educate specific student groups on alcohol and drugs use and its effects. Approximately 410 students completed e-CHUG. The EUDL Grant also was used to assist in the I-ADAPT social norms marketing campaign to reduce high risk drinking among first year and upper class students. Products such as t-shirts, pens, backpacks, etc were purchased and disseminate at various events on campus.

Judicial Affairs also provided financial support to various departments and recognized student organizations to sponsor educational programs for the entire student body. Judicial Affairs collaborated with Academic Affairs to revise the Procedures for Academic Misconduct Cases to be implemented fall 2008. Also, the department collaborated with CCPD Crime Stoppers to sponsor the "Street Smart" Program on campus. Approximately 1000 middle school, high school and college students attended the event.

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Judicial Affairs also provided financial support to various departments and recognized student organizations to sponsor educational programs for the entire student body. The department collaborated with Academic Affairs to revise the Procedures for Academic Misconduct Cases to be implemented fall 2008. The revised procedures were approved in June 2008. Judicial Affairs established a partnership with Corpus Christi Police Department Crime Stoppers to sponsor the "Street Smart" Program on campus. Approximately 1000 middle school, high school and college students attended the event.

Judicial Affairs is oversees the creation and design of the Student Handbook and Code of Conduct. We published 4000 copies which were distributed to various offices across campus. The department also was able to generate $3000 in advertisement sales to help offset the cost of publishing the Student Handbook.

Judicial Affairs lead the charge of organizing the Safe Living presentation for New Student Orientations for new in-coming students to the University. The presentations were facilitated by various campus departments that included Judicial Affairs, University Housing, University Counseling Center, the Women’s Center, University Police Department and the Health Center. The presentation topics cover alcohol and drugs, emergency crisis ranging from hurricane evacuation to date rape, and health related issues (both emotional and physical).

Judicial Affairs selected a diverse group of students for the Student Conduct Board (SCB), which included the following: 2 African Americans, 3 Hispanics, 1 Caucasians
and 1 Muslim. The SCB Members were collaboratively involved in developing a more efficient process for deliberations during judicial hearings and determining educational sanctions.

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**Mission/Purpose**

The Recreational Sports Department provides facilities, equipment, and opportunities for participation in a variety of sports, recreational and social activities designed to accommodate all ages, skill levels, gender and sport interests for the University community. Participation facilitates educational interaction outside of the classroom among students, faculty and staff. The activities stimulate a sense of community; provide leadership and development opportunities for students; and promote individual wellness.

**Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans**

**O 1: Practice good stewardship of all resources.**

Practice good stewardship of human resources, fiscal resources, physical resources, supplies and others contributing toward efficiency.

**Associations:**

CAS Standards for Recreational Sports for human resources and financial resources.
Strategic Plans:

Texas A&M-Corpus Christi
1.10 Manage resources efficiently and effectively.

Related Measures:

M 1: Develop full time staff.
Development for full time employees to enhance performance.
Source of Evidence: Evaluations
Document: Professional Staff Evaluation Form

Achievement Target:
Attendance at workshops and conferences at an equal level to FY 2007.
Document: Professional Development

Findings (2007-2008) - Achievement Target: Met
In 2006/2007, workshops were attended at a rate of 3.2 per professional staff member. In 2007/2008, development activities were attended at a rate of 3.75 per staff member. Activities included were national, regional and local opportunities. In addition, divisional development and departmental retreats provided opportunities beyond what was included in the formula.

Related Action Plans:

Develop Full Time Staff
Coordinate and provide training and development opportunities for full time staff at an equivalent level to FY08. Opportunities will include national, regional, local and on campus including divisional and departmental activities.
For more information, see the Action Plan Details section of this report.

Expansion of full time staff
Hire new positions in preparation and operation of the new wellness center.
For more information, see the Action Plan Details section of this report.

M 5: Purchase equipment for Wellness Center
Although the bulk of equipment for the Wellness Center was purchased in FY08, a significant amount of additional equipment for operations will need to be purchased as the center is opened.
Source of Evidence: Administrative Measure
Document: Wellness Center Start Up Purchases

Achievement Target:
Complete purchasing process of major items by the end of the fiscal year - weight and cardio equipment, furniture, custodial equipment, score boards, appliances.
Document: Wellness Center Start Up Purchases

Findings (2007-2008) - Achievement Target: Met
In conjunction with established purchasing deadlines for the institution, the
major items for the wellness center and upcoming year were purchased. Some items will be delivered prior to the end of the fiscal year and some will be held by the vendors until the facility can accept the equipment.

**M 6: Fill vacant positions**
Fill the Assistant Director and Coordinator positions through the posting and search process to select the best candidates available.

**Source of Evidence:** Administrative Measure

**Achievement Target:**

**Documents:**
- Assistant Director Orientation and Training
- Orientation and training for Fitness/Wellness Coordinator

**Findings (2007-2008) - Achievement Target: Met**
The Assistant Director for Programs began employment on March 17, 2008. The Coordinator for Fitness and Wellness began employment on May 27, 2008.

**Related Action Plans:**
- Develop Full Time Staff
  Coordinate and provide training and development opportunities for full time staff at an equivalent level to FY08. Opportunities will include national, regional, local and on campus including divisional and departmental activities. For more information, see the Action Plan Details section of this report.

**M 7: Prepare and implement expansion of staff.**
Plan organizational chart, reporting sequence, position description in alignment with the budget process for future operation of the Wellness Center. Hire new staff members using existing campus processes.

**Source of Evidence:** Administrative Measure

**Documents:**
- Anticipated organizational chart
- Facility Coordinator - new position request

**Achievement Target:**
Include necessary positions in budget request process. Prepare position description questionnaires for each position. Adjust organizational chart. Have assistant directors complete train traq modules for supervision. Once budget approval process is finalized, post positions.

**Findings (2007-2008) - Achievement Target: Met**
Requests for positions were submitted with the budget process in February 2008. Position description questionnaires for each requested position are complete. The organizational chart was updated upon hire of Assistant Director and Coordinator. The anticipated chart is in place and will be adjusted along with budget approval and filling of positions if necessary. Assistant Directors have completed train traq modules about supervising personnel.

**Related Action Plans:**
- Develop Full Time Staff
  Coordinate and provide training and development opportunities for full time staff at an equivalent level to FY08. Opportunities will include
national, regional, local and on campus including divisional and
departmental activities.
For more information, see the Action Plan Details section of this report.

Expansion of full time staff
Hire new positions in preparation and operation of the new wellness
center.
For more information, see the Action Plan Details section of this report.

M 9: Facility development.
Open the Wellness Center for the campus community. Continue working with
contractor and Kinesiology department on preparations for Phase II.
Source of Evidence: Administrative Measure

Documents:

Generator Building
Overhead Doors

Achievement Target:
Work with construction contractor and architects on decisions to keep the
project on schedule and plan for operational efficiency.

Findings (2007-2008) - Achievement Target: Met
Recreational Sports has been represented and participated at 100% of the
monthly construction meetings. The monthly meetings have been the
venue for regular interaction with the contractor and architect. In addition,
there has been regular email contact and individual meetings on issues as
they arise.

M 12: Rec Sports Advisory Board Participation
Recreational Sports Advisory Board participation by students, faculty and staff.
Complete by-laws this cycle.
Source of Evidence: Administrative Measure

Documents:

Rec Sports Advisory Board Agenda
Rec Sports Advisory Board Minutes
RSAB Minutes - February

Achievement Target:
Have 70% attendance at meetings and ask three questions, combined.

Findings (2007-2008) - Achievement Target: Partially Met
There were two meetings of the RSAB held during the year. Total
attendance for each meeting was 50%. Those in attendance did ask
several questions about the information presented on the facility as well as
other departmental issues. For the first meeting, 83% of students were
present, for the second meeting, more faculty and staff were present, but
only 50% of the students.

Related Action Plans:

Rec Sports Advisory Board Attendance
Evaluate desired outcomes of Rec Sports Advisory Board to determine
whether attendance or productivity is more important.
For more information, see the Action Plan Details section of this report.

M 15: Develop Learning Outcomes
Develop learning outcomes for programs and student employment
Source of Evidence: Administrative Measure
Documents:

- Learning Outcome Domains
- Staff Retreat Preparation

Achievement Target:
Determine domain areas for learning outcomes connected to Recreational Sports. Develop outcome measurement tools - one for each program area. Begin developing specific learning outcome statements connected to measurement tools for each program area and student employment.

Findings (2007-2008) - Achievement Target: Met
Seven learning outcome domain areas were identified in the Rec Sports staff retreat in May which connected with the mission and programs. Outcome measurement tools have been developed for each program areas. Learning outcome statements have been developed for most program areas.

O 2: Programs to promote healthy lifestyles.
Programs will promote engagement in satisfying and productive lifestyles which include healthy behaviors and achievement of personal goals.

Strategic Plans:

- Texas A&M-Corpus Christi
  - 1.3 Promote lifelong learning and global citizenship.
  - 1.4 Provide a supportive and safe campus environment
  - 1.6 Commitment to student diversity and quality.

Related Measures:

M 1: Develop full time staff.
Development for full time employees to enhance performance.

Source of Evidence: Evaluations

Document:

- Professional Staff Evaluation Form

Achievement Target:
Attendance at workshops and conferences at an equal level to FY 2007.

Document:

- Professional Development

Findings (2007-2008) - Achievement Target: Met
In 2006/2007, workshops were attended at a rate of 3.2 per professional staff member. In 2007/2008, development activities were attended at a rate of 3.75 per staff member. Activities included were national, regional and local opportunities. In addition, divisional development and departmental retreats provided opportunities beyond what was included in the formula.

Related Action Plans:

- Develop Full Time Staff
  Coordinate and provide training and development opportunities for full time staff at an equivalent level to FY08. Opportunities will include national, regional, local and on campus including divisional and departmental activities.
  For more information, see the Action Plan Details section of this report.

- Expansion of full time staff
Hire new positions in preparation and operation of the new wellness center. For more information, see the Action Plan Details section of this report.

M 2: Student Voice Benchmarking Survey
Review Student Voice benchmarking survey for TAMU-CC Recreational Sport and prepare for next cycle.

Source of Evidence: Benchmarking

**Achievement Target:**
Register and coordinate with Student Voice provider and the Planning and Institutional Effectiveness office to collect benchmarking data for Recreational Sports programs and facilities at our institution.

**Findings (2007-2008) - Achievement Target: Met**
As of July 7, 2008, benchmark data became available to compare TAMU-CC results with 36 other universities participating in the benchmark study. The data will be examined and integrated into future action planning. The study is planned to be conducted again in two years after the Wellness Center opens to see if there are any change.

**Document:**
Student Voice Benchmarking

M 3: Employee Wellness Program Surveys
Employee Wellness Program surveys will be analyzed to determine effectiveness of the program.

Source of Evidence: Administrative Measure

**Documents:**
- Employee Wellness Survey Instrument
- Employee Wellness Program Comments from Post Survey
- Employee Wellness Program Post Survey Example

**Achievement Target:**
Employee Wellness Program post-program surveys will show 90% or greater satisfaction with the program.

**Document:**
Employee Wellness Program Comments from Post Survey

**Findings (2007-2008) - Achievement Target: Met**
100% of the participants who included comments were satisfied with the program.

**Related Action Plans:**
- Study effectiveness of Employee Wellness Program
  Collect and analyze data to determine the effectiveness of the employee wellness program. For more information, see the Action Plan Details section of this report.

M 4: Intramural Participation
Increase intramural participation in teams and individuals as more facility space becomes available with opening of the Wellness Center.

Source of Evidence: Activity volume

**Document:**
Intramural Participation Annual Totals

**Achievement Target:**
Increase intramural participation by 5% over FY07.

**Findings (2007-2008) - Achievement Target: Met**
The number of teams for fall and spring semesters for 2007/2008 was 30% greater than 2006/2007 and the number of individuals participating in fall and spring of 2007/2008 was 19% higher than 2006/2007. With the start of the increased Rec Sports fee in the Fall 2007, additional team entry fees for intramurals were removed. This created a dramatic increase in teams registering and individuals participating.

**Related Action Plans:**

**Expansion of Intramural Program**
Add programs and leagues to take advantage of additional gym space due to the new wellness center.
For more information, see the Action Plan Details section of this report.

**M 7: Prepare and implement expansion of staff.**
Plan organizational chart, reporting sequence, position description in alignment with the budget process for future operation of the Wellness Center. Hire new staff members using existing campus processes.

Source of Evidence: Administrative Measure

**Documents:**
- Anticipated organizational chart
- Facility Coordinator - new position request

**Achievement Target:**
Include necessary positions in budget request process. Prepare position description questionnaires for each position. Adjust organizational chart. Have assistant directors complete train traq modules for supervision. Once budget approval process is finalized, post positions.

**Findings (2007-2008) - Achievement Target: Met**
Requests for positions were submitted with the budget process in February 2008. Position description questionnaires for each requested position are complete. The organizational chart was updated upon hire of Assistant Director and Coordinator. The anticipated chart is in place and will be adjusted along with budget approval and filling of positions if necessary. Assistant Directors have completed train traq modules about supervising personnel.

**Related Action Plans:**

**Develop Full Time Staff**
Coordinate and provide training and development opportunities for full time staff at an equivalent level to FY08. Opportunities will include national, regional, local and on campus including divisional and departmental activities.
For more information, see the Action Plan Details section of this report.

**Expansion of full time staff**
Hire new positions in preparation and operation of the new wellness center.
For more information, see the Action Plan Details section of this report.

**M 8: Special event surveys**
Special Event survey results.

Source of Evidence: Client satisfaction survey (student, faculty)

**Document:**
- Wellness Expo Survey and Results
**Achievement Target:**
70% of wellness expo attendees will respond positively to survey questions. For the dive in movie, 30% of attendees will be first time visitors to the pool, meet new people and learn something new.

**Findings (2007-2008) - Achievement Target: Met**
1. Wellness Expo. 184 of 258 (71%) attendees identified a new resource at the Expo to improve their future wellness. 137 of 258 (53%) attendees completed a health screening at the Expo. 215 of 258 (83%) answered that participation in the Expo will positively affect their future wellness practices. 2. Dive in Movie. 44% of the participants came to the pool for this first time for this event and 95% said they would visit the pool again. 30% of students met a new person at this event. 30% of the students attending learned something new about alcohol awareness at the event.

**M 10: Group exercise participation**
Expand group exercise participation as more time and space is available with the opening of the Wellness Center.

Source of Evidence: Activity volume

**Document:**
Program Participation

**Achievement Target:**
Increase group exercise participation by 5% over FY 2007.

**Findings (2007-2008) - Achievement Target: Met**
The 2006/2007 participation was 5,576. Participation figures for 2007/2008 were 9,378. This is a 68% increase. A good portion of the increase can be attributed to including access to group fitness in the membership and student fees, and not having it as a separate extra charge.

**Related Action Plans:**
Expand group fitness class offerings
With occupancy of the wellness center, use additional facility space for more classes. Additional instructors will need to be recruited and developed.
For more information, see the Action Plan Details section of this report.

**M 11: Sport Club Participation**
Increase the participation in the Sport Club program.

Source of Evidence: Activity volume

**Document:**
Program Participation

**Achievement Target:**
Increase the number of active sport clubs by two clubs over the course of the year, and increase the total number of participants in the program.

**Findings (2007-2008) - Achievement Target: Partially Met**
The total number of sport clubs decreased by three clubs over the year from 15 in 2006/2007 to 12 in 2007/2008. However, the total number of participants increased from 310 to 367. Some new clubs were added, but other clubs became inactive.

**Related Action Plans:**
Increase communication with sport club officers.
Increase number of active sport clubs from 12 to 14 by improving marketing, communication and training of sport club officers.
M 12: Rec Sports Advisory Board Participation
Recreational Sports Advisory Board participation by students, faculty and staff. Complete by-laws this cycle.

Source of Evidence: Administrative Measure

Documents:
- Rec Sports Advisory Board Agenda
- Rec Sports Advisory Board Minutes
- RSAB Minutes - February

Achievement Target:
Have 70% attendance at meetings and ask three questions, combined.

Findings (2007-2008) - Achievement Target: Partially Met
There were two meetings of the RSAB held during the year. Total attendance for each meeting was 50%. Those in attendance did ask several questions about the information presented on the facility as well as other departmental issues. For the first meeting, 83% of students were present, for the second meeting, more faculty and staff were present, but only 50% of the students.

Findings (2006-2007) - Achievement Target: Partially Met
The September 2006 meeting had 7 out of 10 in attendance, or 70%. The March 2007 meeting had 3 out of 8 for attendance or 38%. At the September meeting, board members asked questions about the selection of weight equipment. Data on member’s questions from past meetings was not available.

Related Action Plans:
- Rec Sports Advisory Board Attendance
  Evaluate desired outcomes of Rec Sports Advisory Board to determine whether attendance or productivity is more important.

M 13: Train student personnel
Train student personnel to provide services and programs

Source of Evidence: Administrative Measure

Documents:
- Training Instructions for Student Staff
- Student Training Agenda Fall 07
- Student Training Agenda Spring 2008

Achievement Target:
Attendance at 80% for training meetings.

Findings (2007-2008) - Achievement Target: Partially Met
Attendance at fall training was 74.5%, attendance at spring training was 80%. Mid semester meetings were attended at 67% and 68% respectively. Students unable to attend the formal training met individually with supervisors to make up material. Each semester training includes information helpful to students in their jobs, but also resources that they can use to be successful.

Findings (2006-2007) - Achievement Target: Not Met
Attendance at fall trianing was 74.5%, attendance at spring training was 80%. Mid semester meetings were attended at 67% and 68% respectively.

Related Action Plans:
**Expand group fitness class offerings**
With occupancy of the wellness center, use additional facility space for more classes. Additional instructors will need to be recruited and developed.
For more information, see the *Action Plan Details* section of this report.

**M 14: Development of student employees**
Develop student employees so they may advance personally and professionally
Source of Evidence: Administrative Measure

**Document:**
[Student Development](#)

**Achievement Target:**
Include developmental topics with each long semester training and mid-semester training meetings. Encourage attendance at conferences and workshops both on and off campus. Conduct performance evaluations each semester.

**Findings (2007-2008) - Achievement Target: Met**
Training sessions include topics for students to help themselves. Time management, participation in the Wellness Expo for working and attending, and information about services on campus were offered during the year to help promote healthy lifestyles to themselves and for them to answer questions to the campus community.

**Related Action Plans:**

**Expand group fitness class offerings**
With occupancy of the wellness center, use additional facility space for more classes. Additional instructors will need to be recruited and developed.
For more information, see the *Action Plan Details* section of this report.

**M 15: Develop Learning Outcomes**
Develop learning outcomes for programs and student employment
Source of Evidence: Administrative Measure

**Documents:**
[Learning Outcome Domains](#)
[Staff Retreat Preparation](#)

**Achievement Target:**
Determine domain areas for learning outcomes connected to Recreational Sports. Develop outcome measurement tools - one for each program area. Begin developing specific learning outcome statements connected to measurement tools for each program area and student employment.

**Findings (2007-2008) - Achievement Target: Met**
Seven learning outcome domain areas were identified in the Rec Sports staff retreat in May which connected with the mission and programs. Outcome measurement tools have been developed for each program areas. Learning outcome statements have been developed for most program areas.

**M 16: Retain student employees**
Retain student employees who deliver the Rec Sports programs and run facilities.
Source of Evidence: Administrative Measure

**Document:**
Student Employee Retention

Achievement Target:
Retain 70% of student employees from fall to spring and spring to summer semesters.

Findings (2007-2008) - Achievement Target: Met
The largest loss of employees is from spring to summer, when some students seek full time jobs or go home for the summer (62%). Retention for the other changes between semesters were 80% for fall to spring and 88% from summer to fall. Overall, most students remain working for Recreational Sports once they begin employment. For the 2007/2008 year, the average retention for the year was 76.7%.

Findings (2006-2007) - Achievement Target: Met
From fall to spring 58 of 75 student employees were retained, or 77%. From spring to summer, 53 of 76, 69% were retained. From summer to fall 48 of 67, 72% were retained. The overall figure for the year was 159 of 218 or 73% retention.

O 3: Safe and clean facilities and equipment.
Facilities and equipment will be safe and clean to accommodate programs.

Strategic Plans:
Texas A&M-Corpus Christi
1.1 Provide excellent academic programs & instruction.
1.4 Provide a supportive and safe campus environment

Related Measures:

M 1: Develop full time staff.
Development for full time employees to enhance performance.

Source of Evidence: Evaluations

Document:
Professional Staff Evaluation Form

Achievement Target:
Attendance at workshops and conferences at an equal level to FY 2007.

Document:
Professional Development

Findings (2007-2008) - Achievement Target: Met
In 2006/2007, workshops were attended at a rate of 3.2 per professional staff member. In 2007/2008, development activities were attended at a rate of 3.75 per staff member. Activities included were national, regional and local opportunities. In addition, divisional development and departmental retreats provided opportunities beyond what was included in the formula.

Related Action Plans:

Develop Full Time Staff
Coordinate and provide training and development opportunities for full time staff at an equivalent level to FY08. Opportunities will include national, regional, local and on campus including divisional and departmental activities.
For more information, see the Action Plan Details section of this report.

Expansion of full time staff
Hire new positions in preparation and operation of the new wellness center.
For more information, see the Action Plan Details section of this report.

M 2: Student Voice Benchmarking Survey
Review Student Voice benchmarking survey for TAMU-CC Recreational Sport and prepare for next cycle.
Source of Evidence: Benchmarking

Achievement Target:
Register and coordinate with Student Voice provider and the Planning and Institutional Effectiveness office to collect benchmarking data for Recreational Sports programs and facilities at our institution.

Findings (2007-2008) - Achievement Target: Met
As of July 7, 2008, benchmark data became available to compare TAMU-CC results with 36 other universities participating in the benchmark study. The data will be examined and integrated into future action planning. The study is planned to be conducted again in two years after the Wellness Center opens to see if there are any change.

Document:
Student Voice Benchmarking

M 5: Purchase equipment for Wellness Center
Although the bulk of equipment for the Wellness Center was purchased in FY08, a significant amount of additional equipment for operations will need to be purchased as the center is opened.
Source of Evidence: Administrative Measure

Document:
Wellness Center Start Up Purchases

Achievement Target:
Complete purchasing process of major items by the end of the fiscal year - weight and cardio equipment, furniture, custodial equipment, score boards, appliances.

Document:
Wellness Center Start Up Purchases

Findings (2007-2008) - Achievement Target: Met
In conjunction with established purchasing deadlines for the institution, the major items for the wellness center and upcoming year were purchased. Some items will be delivered prior to the end of the fiscal year and some will be held by the vendors until the facility can accept the equipment. The Purchasing Department was extremely helpful throughout the process. The administrative assistant did a wonderful job in entering extensive data for the purchases.

Related Action Plans:
Facility Development
Continue working with contractor and architect to complete construction of Wellness Center.
For more information, see the Action Plan Details section of this report.

M 7: Prepare and implement expansion of staff.
Plan organizational chart, reporting sequence, position description in alignment with the budget process for future operation of the Wellness Center. Hire new staff members using existing campus processes.
Source of Evidence: Administrative Measure

Documents:
- Anticipated organizational chart
- Facility Coordinator - new position request

Achievement Target:
Include necessary positions in budget request process. Prepare position description questionnaires for each position. Adjust organizational chart. Have assistant directors complete train track modules for supervision. Once budget approval process is finalized, post positions.

Findings (2007-2008) - Achievement Target: Met
Requests for positions were submitted with the budget process in February 2008. Position description questionnaires for each requested position are complete. The organizational chart was updated upon hire of Assistant Director and Coordinator. The anticipated chart is in place and will be adjusted along with budget approval and filling of positions if necessary. Assistant Directors have completed train track modules about supervising personnel.

Related Action Plans:
- Develop Full Time Staff
  Coordinate and provide training and development opportunities for full time staff at an equivalent level to FY08. Opportunities will include national, regional, local and on campus including divisional and departmental activities.
  For more information, see the Action Plan Details section of this report.

- Expansion of full time staff
  Hire new positions in preparation and operation of the new wellness center.
  For more information, see the Action Plan Details section of this report.

M 9: Facility development.
Open the Wellness Center for the campus community. Continue working with contractor and Kinesiology department on preparations for Phase II.

Source of Evidence: Administrative Measure

Documents:
- Generator Building
- Overhead Doors

Achievement Target:
Work with construction contractor and architects on decisions to keep the project on schedule and plan for operational efficiency.

Findings (2007-2008) - Achievement Target: Met
Recreational Sports has been represented and participated at 100% of the monthly construction meetings. The monthly meetings have been the venue for regular interaction with the contractor and architect. In addition, there has been regular email contact and individual meetings on issues as they arise.

Related Action Plans:
- Facility Development
  Continue working with contractor and architect to complete construction of Wellness Center.
  For more information, see the Action Plan Details section of this report.
M 12: Rec Sports Advisory Board Participation
Recreational Sports Advisory Board participation by students, faculty and staff. Complete by-laws this cycle.

Source of Evidence: Administrative Measure

Documents:
- Rec Sports Advisory Board Agenda
- Rec Sports Advisory Board Minutes
- RSAB Minutes - February

Achievement Target:
Have 70% attendance at meetings and ask three questions, combined.

Findings (2007-2008) - Achievement Target: Partially Met
There were two meetings of the RSAB held during the year. Total attendance for each meeting was 50%. Those in attendance did ask several questions about the information presented on the facility as well as other departmental issues. For the first meeting, 83% of students were present, for the second meeting, more faculty and staff were present but only 50% of students.

Findings (2006-2007) - Achievement Target: Partially Met
The September 2006 meeting had 7 out of 10 in attendance, or 70%. The March 2007 meeting had 3 out of 8 for attendance or 38%. At the September meeting, board members asked questions about the selection of weight equipment. Data on member’s questions from past meetings was not available.

Related Action Plans:
- Rec Sports Advisory Board Attendance
  Evaluate desired outcomes of Rec Sports Advisory Board to determine whether attendance or productivity is more important.
  For more information, see the Action Plan Details section of this report.

M 13: Train student personnel
Train student personnel to provide services and programs

Source of Evidence: Administrative Measure

Documents:
- Training Instructions for Student Staff
- Student Training Agenda Fall 07
- Student Training Agenda Spring 2008

Achievement Target:
Attendance at 80% for training meetings.

Findings (2007-2008) - Achievement Target: Partially Met
Attendance at fall training was 74.5%, attendance at spring training was 80%. Mid semester meetings were attended at 67% and 68% respectively. Students unable to attend the formal training met individually with supervisors to make up material. Each semester training includes information helpful to students in their jobs, but also resources that they can use to be successful.

Findings (2006-2007) - Achievement Target: Not Met
Attendance at fall training was 74.5%, attendance at spring training was 80%. Mid semester meetings were attended at 67% and 68% respectively.

M 14: Development of student employees
Develop student employees so they may advance personally and professionally
Source of Evidence: Administrative Measure

**Document:**

**Student Development**

**Achievement Target:**
Include developmental topics with each long semester training and mid-semester training meetings. Encourage attendance at conferences and workshops both on and off campus. Conduct performance evaluations each semester.

**Findings (2007-2008) - Achievement Target: Met**
As part of student training and development, Environmental Health and Safety presented on fire safety, bloodborne pathogens, and hazardous communication.

**M 15: Develop Learning Outcomes**
Develop learning outcomes for programs and student employment

Source of Evidence: Administrative Measure

**Documents:**

**Learning Outcome Domains**

**Staff Retreat Preparation**

**Achievement Target:**
Determine domain areas for learning outcomes connected to Recreational Sports. Develop outcome measurement tools - one for each program area. Begin developing specific learning outcome statements connected to measurement tools for each program area and student employment.

**Findings (2007-2008) - Achievement Target: Met**
Seven learning outcome domain areas were identified in the Rec Sports staff retreat in May which connected with the mission and programs. Outcome measurement tools have been developed for each program areas. Learning outcome statements have been developed for most program areas.

**M 16: Retain student employees**
Retain student employees who deliver the Rec Sports programs and run facilities.

Source of Evidence: Administrative Measure

**Document:**

**Student Employee Retention**

**Achievement Target:**
Retain 70% of student employees from fall to spring and spring to summer semesters.

**Findings (2007-2008) - Achievement Target: Met**
The largest loss of employees is from spring to summer, when some students seek full-time jobs or go home for the summer (62%). Retention for the other changes between semesters were 80% for fall to spring and 88% from summer to fall. Overall, most students remain working for Recreational Sports once they begin employment. For the 2007/2008 year, the average retention for the year was 76.7%.

**Findings (2006-2007) - Achievement Target: Met**
From fall to spring 58 of 75 student employees were retained, or 77%. From spring to summer, 53 of 76, 69% were retained. From summer to fall 48 of 67, 72% were retained. The overall figure for the year was 159 of 218 or 73% retention.
**O 4: Improve self confidence and leadership skills.**

Improve self confidence and leadership skills in employees and participants.

**Strategic Plans:**

Texas A&M-Corpus Christi

1.4 Provide a supportive and safe campus environment
1.6 Commitment to student diversity and quality.
1.8 Build & sustain mutually supportive relationships.

**Related Measures:**

**M 1: Develop full time staff.**

Development for full time employees to enhance performance.

Source of Evidence: Evaluations

**Document:**

Professional Staff Evaluation Form

**Achievement Target:**

Attendance at workshops and conferences at an equal level to FY 2007.

**Document:**

Professional Development

**Findings (2007-2008) - Achievement Target: Met**

In 2006/2007, workshops were attended at a rate of 3.2 per professional staff member. In 2007/2008, development activities were attended at a rate of 3.75 per staff member. Activities included were national, regional and local opportunities. In addition, divisional development and departmental retreats provided opportunities beyond what was included in the formula.

**Related Action Plans:**

**Develop Full Time Staff**

Coordinate and provide training and development opportunities for full time staff at an equivalent level to FY08. Opportunities will include national, regional, local and on campus including divisional and departmental activities.

For more information, see the Action Plan Details section of this report.

**M 2: Student Voice Benchmarking Survey**

Review Student Voice benchmarking survey for TAMU-CC Recreational Sport and prepare for next cycle.

Source of Evidence: Benchmarking

**Achievement Target:**

Register and coordinate with Student Voice provider and the Planning and Institutional Effectiveness office to collect benchmarking data for Recreational Sports programs and facilities at our institution.

**Findings (2007-2008) - Achievement Target: Met**

As of July 7, 2008, benchmark data became available to compare TAMU-CC results with 36 other universities participating in the benchmark study. The data will be examined and integrated into future action planning. The study is planned to be conducted again in two years after the Wellness Center opens to see if there are any change.

**Document:**

Student Voice Bench Marking
M 3: Employee Wellness Program Surveys
Employee Wellness Program surveys will be analyzed to determine effectiveness of the program.

Source of Evidence: Administrative Measure

Documents:
- Employee Wellness Survey Instrument
- Employee Wellness Program Comments from Post Survey
- Employee Wellness Program Post Survey Example

Achievement Target:
Employee Wellness Program post-program surveys will show 90% or greater satisfaction with the program.

Document:
- Employee Wellness Program Comments from Post Survey

Findings (2007-2008) - Achievement Target: Met
Post program surveys showed that participants were satisfied with the program. Not all participants chose to answer the open ended comment section, but those who did responded favorably.

M 4: Intramural Participation
Increase intramural participation in teams and individuals as more facility space becomes available with opening of the Wellness Center.

Source of Evidence: Activity volume

Document:
- Intramural Participation Annual Totals

Achievement Target:
Increase intramural participation by 5% over FY07.

Findings (2007-2008) - Achievement Target: Met
The number of teams for fall and spring semesters for 20072008 was 30% greater than 2006/2007 and the number of individuals participating in fall and spring of 2007/2008 was 19% higher than 2006/2007. With the start of the increased Rec Sports fee in the Fall 2007, additional team entry fees for intramurals were removed. This created a dramatic increase in teams registering and individuals participating.

Related Action Plans:
Expansion of Intramural Program
Add programs and leagues to take advantage of additional gym space due to the new wellness center.
For more information, see the Action Plan Details section of this report.

M 10: Group exercise participation
Expand group exercise participation as more time and space is available with the opening of the Wellness Center.

Source of Evidence: Activity volume

Document:
- Program Participation

Achievement Target:
Increase group exercise participation by 5% over FY 2007.

Findings (2007-2008) - Achievement Target: Met
The 2006/2007 participation was 5,576. Final numbers showed a 68% increase.

**Related Action Plans:**

**Expand group fitness class offerings**
With occupancy of the wellness center, use additional facility space for more classes. Additional instructors will need to be recruited and developed.
For more information, see the *Action Plan Details* section of this report.

**M 11: Sport Club Participation**
Increase the participation in the Sport Club program.

*Source of Evidence: Activity volume*

**Document:**
[Program Participation](#)

**Achievement Target:**
Increase the number of active sport clubs by two clubs over the course of the year, and increase the total number of participants in the program.

**Findings (2007-2008) - Achievement Target: Partially Met**
The total number of sport clubs decreased by three clubs over the year from 15 in 2006/2007 to 12 in 2007/2008. However, the total number of participants increased from 310 to 367. Some new clubs were added, but other clubs became inactive.

**Related Action Plans:**

**Increase communication with sport club officers.**
Increase number of active sport clubs from 12 to 14 by improving marketing, communication and training of sport club officers.
For more information, see the *Action Plan Details* section of this report.

**M 12: Rec Sports Advisory Board Participation**
Recreational Sports Advisory Board participation by students, faculty and staff. Complete by-laws this cycle.

*Source of Evidence: Administrative Measure*

**Documents:**

[Rec Sports Advisory Board Agenda](#)
[Rec Sports Advisory Board Minutes](#)
[RSAB Minutes - February](#)

**Achievement Target:**
Have 70% attendance at meetings and ask three questions, combined.

**Findings (2007-2008) - Achievement Target: Partially Met**
There were two meetings of the RSAB held during the year. Total attendance for each meeting was 50%. Those in attendance did ask several questions about the information presented on the facility as well as other departmental issues. For the first meeting, 83% of students were present, for the second meeting, more faculty and staff were present but only 50% of the students.

**Findings (2006-2007) - Achievement Target: Partially Met**
The September 2006 meeting had 7 out of 10 in attendance, or 70%. The March 2007 meeting had 3 out of 8 for attendance or 38%. At the September meeting, board members asked questions about the selection of weight equipment. Data on member’s questions from past meetings was not available.
Related Action Plans:

Rec Sports Advisory Board Attendance
Evaluate desired outcomes of Rec Sports Advisory Board to determine whether attendance or productivity is more important.
For more information, see the Action Plan Details section of this report.

M 13: Train student personnel
Train student personnel to provide services and programs
Source of Evidence: Administrative Measure

Documents:
- Training Instructions for Student Staff
- Student Training Agenda Fall 07
- Student Training Agenda Spring 2008

Achievement Target:
Attendance at 80% for training meetings.

Findings (2007-2008) - Achievement Target: Partially Met
Attendance at fall training was 74.5%, attendance at spring training was 80%. Mid semester meetings were attended at 67% and 68% respectively.

Findings (2006-2007) - Achievement Target: Not Met
Attendance at fall training was 74.5%, attendance at spring training was 80%. Mid semester meetings were attended at 67% and 68% respectively.

Related Action Plans:
Expansion of Intramural Program
Add programs and leagues to take advantage of additional gym space due to the new wellness center.
For more information, see the Action Plan Details section of this report.

Expand group fitness class offerings
With occupancy of the wellness center, use additional facility space for more classes. Additional instructors will need to be recruited and developed.
For more information, see the Action Plan Details section of this report.

M 14: Development of student employees
Develop student employees so they may advance personally and professionally
Source of Evidence: Administrative Measure

Document:
- Student Development

Achievement Target:
Include developmental topics with each long semester training and mid-semester training meetings. Encourage attendance at conferences and workshops both on and off campus. Conduct performance evaluations each semester.

Findings (2007-2008) - Achievement Target: Met
Students were offered the opportunity to attend the Business Etiquette Dinner, students attended supervisor training and meetings, semester evaluations identified areas where students could improve.

Related Action Plans:
Expand group fitness class offerings
With occupancy of the wellness center, use additional facility space for more classes. Additional instructors will need to be recruited and
M 15: **Develop Learning Outcomes**
Develop learning outcomes for programs and student employment

**Source of Evidence:** Administrative Measure

**Documents:**
- Learning Outcome Domains
- Staff Retreat Preparation

**Achievement Target:**
Determine domain areas for learning outcomes connected to Recreational Sports. Develop outcome measurement tools - one for each program area. Begin developing specific learning outcome statements connected to measurement tools for each program area and student employment.

**Findings (2007-2008) - Achievement Target: Met**
Seven learning outcome domain areas were identified in the Rec Sports staff retreat in May which connected with the mission and programs. Outcome measurement tools have been developed for each program areas. Learning outcome statements have been developed for most program areas.

M 16: **Retain student employees**
Retain student employees who deliver the Rec Sports programs and run facilities.

**Source of Evidence:** Administrative Measure

**Document:**
- Student Employee Retention

**Achievement Target:**
Retain 70% of student employees from fall to spring and spring to summer semesters.

**Findings (2007-2008) - Achievement Target: Met**
The largest loss of employees is from spring to summer, when some students seek full time jobs or go home for the summer (62%). Retention for the other changes between semesters were 80% for fall to spring and 88% from summer to fall. Overall, most students remain working for Recreational Sports once they begin employment. For the 2007/2008 year, the average retention for the year was 76.7%.

**Findings (2006-2007) - Achievement Target: Met**
From fall to spring 58 of 75 student employees were retained, or 77%. From spring to summer, 53 of 76, 69% were retained. From summer to fall 48 of 67, 72% were retained. The overall figure for the year was 159 of 218 or 73% retention.

O 5: **Promote sense of wellness.**
Promote a positive sense of community and individual wellness.

**Strategic Plans:**
- Texas A&M-Corpus Christi
  - 1.4 Provide a supportive and safe campus environment

**Related Measures:**

M 2: **Student Voice Benchmarking Survey**
Review Student Voice benchmarking survey for TAMU-CC Recreational Sport
and prepare for next cycle.

Source of Evidence: Benchmarking

**Achievement Target:**
Register and coordinate with Student Voice provider and the Planning and Institutional Effectiveness office to collect benchmarking data for Recreational Sports programs and facilities at our institution.

**Findings (2007-2008) - Achievement Target: Met**
As of July 7, 2008, benchmark data became available to compare TAMU-CC results with 36 other universities participating in the benchmark study. The data will be examined and integrated into future action planning. The study is planned to be conducted again in two years after the Wellness Center opens to see if there are any change.

**Document:**
[Student Voice Benchmarking](#)

**M 3: Employee Wellness Program Surveys**
Employee Wellness Program surveys will be analyzed to determine effectiveness of the program.

Source of Evidence: Administrative Measure

**Documents:**
- Employee Wellness Survey Instrument
- Employee Wellness Program Comments from Post Survey
- Employee Wellness Program Post Survey Example

**Achievement Target:**
Employee Wellness Program post-program surveys will show 90% or greater satisfaction with the program.

**Document:**
[Employee Wellness Program Comments from Post Survey](#)

**Findings (2007-2008) - Achievement Target: Met**
Participants completing the survey and comment section expressed satisfaction with the program and their progress for their individual wellness.

**M 4: Intramural Participation**
Increase intramural participation in teams and individuals as more facility space becomes available with opening of the Wellness Center.

Source of Evidence: Activity volume

**Document:**
[Intramural Participation Annual Totals](#)

**Achievement Target:**
Increase intramural participation by 5% over FY07.

**Findings (2007-2008) - Achievement Target: Met**
The number of teams for fall and spring semesters for 2007/2008 was 30% greater than 2006/2007 and the number of individuals participating in fall and spring of 2007/2008 was 19% higher than 2006/2007. With the start of the increased Rec Sports fee in the Fall 2007, additional team entry fees for intramurals were removed. This created a dramatic increase in teams registering and individuals participating.

**Related Action Plans:**
Expansion of Intramural Program
Add programs and leagues to take advantage of additional gym space due to the new wellness center.
For more information, see the Action Plan Details section of this report.

M 8: Special event surveys
Special Event survey results.
Source of Evidence: Client satisfaction survey (student, faculty)

Document: Wellness Expo Survey and Results

Achievement Target:
70% of wellness expo attendees will respond positively to survey questions. For the dive in movie, 30% of attendees will be first time visitors to the pool, meet new people and learn something new.

Findings (2007-2008) - Achievement Target: Met
1. Wellness Expo. 184 of 258 (71%) attendees identified a new resource at the Expo to improve their future wellness. 137 of 258 (53%) attendees completed a health screening at the Expo. 215 of 258 (83%) answered that participation in the Expo will positively affect their future wellness practices.
2. Dive in Movie. 44% of the participants came to the pool for this first time for this event and 95% said they would visit the pool again. 30% of students met a new person at this event. 30% of the students attending learned something new about alcohol awareness at the event.

M 10: Group exercise participation
Expand group exercise participation as more time and space is available with the opening of the Wellness Center.

Source of Evidence: Activity volume

Document: Program Participation

Achievement Target:
Increase group exercise participation by 5% over FY 2007.

Findings (2007-2008) - Achievement Target: Met
The 2006/2007 participation was 5,576. Final figures for 2007/2008 showed a 68% increase!!!

M 11: Sport Club Participation
Increase the participation in the Sport Club program.

Source of Evidence: Activity volume

Document: Program Participation

Achievement Target:
Increase the number of active sport clubs by two clubs over the course of the year, and increase the total number of participants in the program.

Findings (2007-2008) - Achievement Target: Partially Met
The total number of sport clubs decreased by three clubs over the year from 15 in 2006/2007 to 12 in 2007/2008. However, the total number of participants increased from 310 to 367. Some new clubs were added, but other clubs became inactive.

Related Action Plans:
Increase communication with sport club officers.
Increase number of active sport clubs from 12 to 14 by improving marketing, communication and training of sport club officers. For more information, see the Action Plan Details section of this report.

M 12: Rec Sports Advisory Board Participation
Recreational Sports Advisory Board participation by students, faculty and staff. Complete by-laws this cycle.

Source of Evidence: Administrative Measure

Documents:
- Rec Sports Advisory Board Agenda
- Rec Sports Advisory Board Minutes
- RSAB Minutes - February

Achievement Target:
Have 70% attendance at meetings and ask three questions, combined.

Findings (2007-2008) - Achievement Target: Partially Met
There were two meetings of the RSAB held during the year. Total attendance for each meeting was 50%. Those in attendance did ask several questions about the information presented on the facility as well as other departmental issues. For the first meeting, 83% of students were present, for the second meeting, more faculty and staff were present but only 50% of the students.

Findings (2006-2007) - Achievement Target: Partially Met
The September 2006 meeting had 7 out of 10 in attendance, or 70%. The March 2007 meeting had 3 out of 8 for attendance or 38%. At the September meeting, board members asked questions about the selection of weight equipment. Data on member’s questions from past meetings was not available.

Related Action Plans:
Rec Sports Advisory Board Attendance
Evaluate desired outcomes of Rec Sports Advisory Board to determine whether attendance or productivity is more important. For more information, see the Action Plan Details section of this report.

M 13: Train student personnel
Train student personnel to provide services and programs

Source of Evidence: Administrative Measure

Documents:
- Training Instructions for Student Staff
- Student Training Agenda Fall 07
- Student Training Agenda Spring 2008

Achievement Target:
Attendance at 80% for training meetings.

Findings (2007-2008) - Achievement Target: Partially Met
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Findings (2006-2007) - Achievement Target: Not Met
Attendance at fall training was 74.5%, attendance at spring training was 80%. Mid semester meetings were attended at 67% and 68% respectively.

**M 14: Development of student employees**
Develop student employees so they may advance personally and professionally

**Source of Evidence:** Administrative Measure

**Document:**
- [Student Development](#)

**Achievement Target:**
Include developmental topics with each long semester training and mid-semester training meetings. Encourage attendance at conferences and workshops both on and off campus. Conduct performance evaluations each semester.

**Findings (2007-2008) - Achievement Target: Met**
Students were offered the opportunity to gain certification in group fitness and personal training. Gaining this knowledge helped the students who pursued these certifications as well as providing instruction for patrons in these areas.

**M 15: Develop Learning Outcomes**
Develop learning outcomes for programs and student employment

**Source of Evidence:** Administrative Measure

**Documents:**
- [Learning Outcome Domains](#)
- [Staff Retreat Preparation](#)

**Achievement Target:**
Determine domain areas for learning outcomes connected to Recreational Sports. Develop outcome measurement tools - one for each program area. Begin developing specific learning outcome statements connected to measurement tools for each program area and student employment.

**Findings (2007-2008) - Achievement Target: Met**
Seven learning outcome domain areas were identified in the Rec Sports staff retreat in May which connected with the mission and programs. Outcome measurement tools have been developed for each program areas. Learning outcome statements have been developed for most program areas.

**M 16: Retain student employees**
Retain student employees who deliver the Rec Sports programs and run facilities.

**Source of Evidence:** Administrative Measure

**Document:**
- [Student Employee Retention](#)

**Achievement Target:**
Retain 70% of student employees from fall to spring and spring to summer semesters.

**Findings (2007-2008) - Achievement Target: Met**
The largest loss of employees is from spring to summer, when some students seek full time jobs or go home for the summer (62%). Retention for the other changes between semesters were 80% for fall to spring and 88% from summer to fall. Overall, most students remain working for Recreational Sports once they begin employment. For the 2007/2008
year, the average retention for the year was 76.7%.

**Findings (2006-2007) - Achievement Target: Met**
From fall to spring 58 of 75 student employees were retained, or 77%.
From spring to summer, 53 of 76, 69% were retained. From summer to fall
48 of 67, 72% were retained. The overall figure for the year was 159 of
218 or 73% retention.

**Details for Action Plans Established This Cycle**

**Develop Full Time Staff**
Coordinate and provide training and development opportunities for full time staff at an
equivalent level to FY08. Opportunities will include national, regional, local and on
campus including divisional and departmental activities.

- **Priority:** High
- **Target Date:** 08/2009
- **August 2009**
- **Responsible Person/Group:** Director, Assistant Directors(2)
- **Additional Resources Needed:** Travel funds for development opportunities.
- **Budget Amount Requested:** $6200

**Expand group fitness class offerings**
With occupancy of the wellness center, use additional facility space for more classes.
Additional instructors will need to be recruited and developed.

- **Priority:** Medium
- **Target Date:** 08/2009
- **August 2009**
- **Responsible Person/Group:** Fitness and Wellness Coordinator
- **Additional Resources Needed:** Funding for group fitness instructor wages.
- **Budget Amount Requested:** $8000

**Expansion of full time staff**
Hire new positions in preparation and operation of the new wellness center.

- **Priority:** Medium
- **Target Date:** 03/2009
- **March 2009**
- **Responsible Person/Group:** Director, Assistant Directors(2)
- **Additional Resources Needed:** Salaries for full time staff members.
- **Budget Amount Requested:** $265000

**Expansion of Intramural Program**
Add programs and leagues to take advantage of additional gym space due to the new
wellness center.

- **Priority:** Medium
- **Target Date:** 08/2009
- **August 2009**
- **Responsible Person/Group:** Intramural Coordinator
- **Additional Resources Needed:** Wages for intramural student staff and money for
additional equipment.
Budget Amount Requested: $8000

Facility Development
Continue working with contractor and architect to complete construction of Wellness Center.

Priority: High
Target Date: 12/2008
January 2009

Responsible Person/Group: Director, Assistant Director for Facilities, new staff yet to be hired.

Additional Resources Needed: Additional funding for operating and maintaining the Wellness Center.

Budget Amount Requested: $900000

Increase communication with sport club officers.
Increase number of active sport clubs from 12 to 14 by improving marketing, communication and training of sport club officers.

Priority: High
Target Date: 08/2009
End of academic year.

Responsible Person/Group: Lisa Streit
Additional Resources Needed: 0
Budget Amount Requested: $0

Rec Sports Advisory Board Attendance
Evaluate desired outcomes of Rec Sports Advisory Board to determine whether attendance or productivity is more important.

Priority: Low
Target Date: 08/2009
By end of 2009 academic year.

Responsible Person/Group: Jacqueline Hamilton
Additional Resources Needed: None
Budget Amount Requested: $0

Study effectiveness of Employee Wellness Program
Collect and analyze data to determine the effectiveness of the employee wellness program.

Priority: Medium
Target Date: 08/2009
August 2009

Responsible Person/Group: Director and Fitness and Wellness Coordinator

Analysis Answers

What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?
Providing recreational programs to the university community is the primary mission of the department. Assessment of participation in intramurals and group fitness classess showed very good success and strength. Satisfaction with the
Employee Wellness Program was another strength in the departmental accomplishments from the 2007-2008 year.

Protecting and developing human resources is also an important strength and accomplishment in the department. Full time staff positions were filled, and people in these positions progressed with developmental activities. Student staff were trained, developed, and retained. Human resources are necessary to provide our programs and services. Having strength and quality in this area creates a positive environment for our patrons.

Significant progress was made to prepare for the new facility coming on line. Budget and position requests were developed, equipment and supplies were purchased, in as much advance time as possible within the fiscal year.

**What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?**

Progress was made on developing learning outcomes for student staff and participants. Further action is needed in this area to have measurable items connected with each program and area of employment.

Benchmarking data was collected in 2007-2008. This data will be useful for comparison purposes as facilities and programs expand with the opening of the new wellness center.

Full time staff positions will be added with the new facility. Developing new staff members will be an important endeavor in the upcoming year.

Program areas will have an opportunity to expand as additional facility space will be available to accommodate needs.

In facility development, moving in to the new facility, training on operations, establishing systems to maintain cleanliness, training students, will all be components involved in expansion during the 2008-2009 year.

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**Annual Reports**

**Executive Summary**

The Recreational Sports Department had a dynamic year in 2007-2008. Vacant positions were filled in March 2008 (Assistant Director for Programs) and in May 2008 (Fitness and Wellness Coordinator). These additions brought the staff up to a full level and created a new dynamic within the full time staff unit.

With the short staff situation, existing staff members worked with student staff to ensure that programs and activities continued to be delivered to the campus community. With free intramural team entries and free group exercise, participation in these two areas rose dramatically.

Much effort was spent on preparations for the new wellness center. Major purchases were researched and arranged beginning in February 2008. The
furniture package was the largest single vendor category, with weight and cardio
equipment purchases next in scope. Many detailed purchases were also
researched an executed in the summer months.

Personnel planning and paper work for expanding staff for the new facility also
took place over the spring and summer months in conjunction with the budget
process.

Public/Community Service
Some of the Sport Clubs have participated in community service during the year.
Examples are Middle Eastern Dance performance at cultural functions outside of the
university. ICAP and Islander Runners members volunteered at the Islander
Lights/Wishes and Dreams toy drive, as did several full time staff members. The
Turkey Trot event collected non-perishable food items for donation to the Corpus
Christi Food bank. Full time staff members completed public service through: serving
as a Sports Director for the US Transplant Games, quilt making for conference
scholarship, graduation ceremony volunteer, beach clean up volunteer.

Anticipated Challenges
In looking ahead to the upcoming 2008-2009 year, opening and running the new
Wellness Center will be the major challenge. This is a multi-faceted project. The
department will continue to work with the many agencies and individuals involved in
completing the construction of the project. Hiring new staff members will take place
soon after the fiscal year begins. Finalizing remaining purchases, including numerous
detail items, will be an anticipated challenge. Developing departmental policies and
training items and learning the features of the building will need to take place prior to
moving in to the building. Orchestrating the move-in to the building for all of the newly
purchased items, relocating existing items, relocating programs, orienting patrons to
the facility will be a production. The remaining part of the year from January through
August will involve settling in to the facility, team building among new staff members
and existing staff members, helping patrons adapt to the facility and expanded
programming. These projects will include extensive work and involvement from full
time and part time staff. It will also be an exciting time and addition to the campus for
the campus community.

Closing the Loop / Planned Actions

- Develop and implement employee satisfaction survey for student employees.
- Develop target inventory level of supplies and schedule a regular check on
  levels.
- Collect and analyze data to determine the effectiveness of the employee
  wellness program.
- Implement and track learning outcomes that were developed during 2007-2008
  for student employee positions and major programs.
- Continue to emphasize the importance of student employee attendance at
  formal training sessions at 80% and have a provision to share information for
  any unable to attend.
- Continue working with contractor and architect to complete construction of
  Wellness Center. Work on additional facility development projects that may
  involve racquetball courts, pool, fields.
- Coordinate and provide training and development opportunities for full time staff
  at an equivalent level to FY08. Opportunities will include national, regional, local
  and on campus including divisional and departmental activities. Team building
  will be emphasized with the addition of new positions.
With occupancy of the wellness center, use additional facility space for more classes. Additional instructors will need to be recruited and developed.

Hire new positions in preparation and operation of the new wellness center.

Add programs and leagues to take advantage of additional gym space due to the new wellness center.

**Summary of Requested Resources**

The Recreational Sports Fee increased in September 2007 from a cap of $24 per student per semester to a cap of $90 per student per semester. The Wellness Center facility will open during the upcoming fiscal year. As part of the budget cycle for the upcoming year, additional positions have been requested, but they all fall within the budget that has been secured for the current year. In addition, the Wellness Center had a separate furnishings account to outfit the new facility. With these items in mind, no additional resources are being requested for the upcoming fiscal year.

**Administrative Unit Accomplishments**

From the Recreational Sports mission, participation facilitates educational interaction outside of the classroom among students, faculty, and staff. The activities stimulate a sense of community; provide leadership and development opportunities for students, and promote individual wellness. These elements connect with the institution's mission.

Development efforts by the department toward the new facility will come to fruition in the next year. However, the efforts during the current year have helped lay the groundwork for opening.

- 166 total student employees for the 2007/2008 year
- Began using Time Traq for electronic payroll in January 2008
- Group Exercise participation increased by 68% over last year
- Intramural participation increased by 25% over last year
- Sport Club participants were up 18% over last year
- Special events- Paws for a Cause, Island Bowl, Wild and Wacky Wednesday, Dive In Movies and Wellness Expo were offered and well attended
- A benchmarking study for Recreational Sports was completed by Student Voice. This was the first time such a study of this scale has taken place in this department.
- The student fee increased from a cap of $24 to a cap of $90 per semester in September 2007


6/8/2009
• Employee Wellness Program continued with approximately 20 participants each semester

• Construction on the Dugan Wellness Center progressed
• Full time staff members participated in development activities throughout the year

Teaching Results / Accomplishments
Two full time staff members of the department continue to teach as adjunct instructors each semester for the Kinesiology Department in the College of Education. This helps maintain a connection between Student Affairs and Academic Affairs.

Research/Scholar Activity Accomplishment

Detailed Assessment Report
2007-2008 UC & Student Activities

Mission/Purpose
The University Center & Student Activities Department provides opportunities to foster a healthy academic climate and professional atmosphere which promotes and encourages student leadership, learning and growth. The goal of our office is to improve the quality of life on campus through leadership opportunities, activities, programming and student employment. These programs and activities will fit the needs of students in interpersonal and leadership development, and encourage students to become involved in organizations and activities. Finally the University Center will serve as the "living room" of the campus and strive to be a place where students, faculty, and staff can interact, learn and laugh with one another.

Document:
UCSA Annual Report 2007-2008

Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

O 1: Provide quality events and activities.
Provide quality events/activities for diverse populations.

Strategic Plans:
Texas A&M-Corpus Christi
1.3 Promote lifelong learning and global citizenship.
1.6 Commitment to student diversity and quality.
1.8 Build & sustain mutually supportive relationships.

Related Measures:

M 1: Noel Levitz - Freedom of Expression
Question: "freedom of expression is protected on campus"

Source of Evidence: Benchmarking

Achievement Target:
Question: "freedom of expression is protected on campus" score >= national score
**Findings (2007-2008) - Achievement Target: Met**
2008 Score = .12 above national score

**Document:**
- FY08 Noel Levitz Results

**M 2: Student Involvement**
Student involvement participation rates total of all students involved in student organizations.
Source of Evidence: Activity volume

**Achievement Target:**
Increase student involvement participation rates to 8600.

**Findings (2007-2008) - Achievement Target: Met**
Student participation rates = 10,300

**Document:**
- FY08 UCSA Student Involvement Summary

**Findings (2006-2007) - Achievement Target: Met**
Student Involvement Participation rates = 8448

**M 3: Recognized Student Organizations**
Number of Recognized Student Organizations
Source of Evidence: Existing data

**Achievement Target:**
Increase active recognized student organizations by 5% from FY07 of 92.

**Findings (2007-2008) - Achievement Target: Met**
Active recognized student organizations was 103; increase of 11.9%

**Document:**
- FY08 Recognized Student Organizations

**Findings (2006-2007) - Achievement Target: Not Met**
FY07=92; decreased 11%

**M 4: Diversity & Cultural Newsletter**
Create and disseminate a Diversity & Cultural bimonthly newsletter.
Source of Evidence: Administrative Measure

**Achievement Target:**
Create and disseminate a newsletter every 2 months specific to diversity and cultural issues.

**Findings (2007-2008) - Achievement Target: Not Met**
Did not occur.

**Findings (2006-2007) - Achievement Target: Not Met**
Did not occur

**Related Action Plans:**
- **Diversity & Cultural Newsletter**
  With the assistance of student employees, a diversity & cultural newsletter will be created and disseminated every two months. For more information, see the Action Plan Details section of this report.

**M 5: Graduating Student Survey-Organizations**
2008 Graduating Student Survey-Actively involved in student organizations
Source of Evidence: Client satisfaction survey (student, faculty)
Achievement Target:
Question 66 "actively involved in a student organization" >= 50%

Findings (2007-2008) - Achievement Target: Not Met
The 2008 Graduating Student Survey question 66 showed that 48.9% of graduates were actively involved in a student organization. This was a 2.8% increase from 2007 survey.

Document: FY08 Graduating Student Survey Results

Findings (2006-2007) - Achievement Target: Not Met
Scored 46.1% (this was an increase of 7.7% from 2006 administration of survey)

Related Action Plans:
Hire 2 Coordinator/Asst. Director Level Positions
As enrollment continues to increase, there is a need to have more full time positions on our team to provide adequate services, programs and activities. Filling the proposed positions would allow more quality time with students to enhance their participation in experiential learning and student organizations. Would like to hire 1 full time position by August 2009 and the other by August 2010.
For more information, see the Action Plan Details section of this report.

M 6: Graduating Student Survey-Teamwork & Diversity
2008 Graduating Student Survey-Learning to appreciate teamwork and diversity outside of the classroom.
Source of Evidence: Client satisfaction survey (student, faculty)

Achievement Target:
Question 61 "learning to appreciate teamwork and diversity in settings outside the classroom." >= overall satisfaction of 90%

Findings (2007-2008) - Achievement Target: Met
The 2008 Graduating Student Survey revealed that 90% of graduating students were learning to appreciate teamwork and diversity in setting outside of the classroom.

Document: FY08 Graduating Student Survey Results

Findings (2006-2007) - Achievement Target: Met
Scored 94.7%

M 7: NSSE-Attending Campus Events
2009 NSSE-Attending Campus Events & Activities
Source of Evidence: Benchmarking

Achievement Target:
Question "attending campus events and activities." => to national score

Findings (2007-2008) - Achievement Target: Met
The NSSE results will not be available until 2009

Findings (2006-2007) - Achievement Target: Not Met
Freshman = .10 less than National Average Senior = .12 less than National Average

M 8: NSSE-Quality of Campus Environment
2009 NSSE-Quality of Campus Environment: Encouraging contact among students of different backgrounds
Source of Evidence: Benchmarking

**Achievement Target:**
Question on "quality of campus environment: encouraging contact among students from different backgrounds." >= national score

**Findings (2007-2008) - Achievement Target: Met**
The NSSE results will not be available until 2009

**Findings (2006-2007) - Achievement Target: Met**
Freshman = 2.62 National Score = 2.63 effect = .00/ Senior = 2.46 National Score = 2.44 effect = .02

**M 20: Noel-Levitz-Commitment of Strong Racial Harmony**
Question on "commitment of strong racial harmony on campus" >= national average

Source of Evidence: Benchmarking

**Achievement Target:**
On Question relating to "commitment of strong racial harmony on campus" score >= national average

**Findings (2007-2008) - Achievement Target: Met**
2008 Score = .09 above the national score

**Document:**
FY08 Noel Levitz Results

**M 21: Noel Levitz Student Satisfaction Survey**
Question relating to students "generally know what is happening on campus"

Source of Evidence: Benchmarking

**Achievement Target:**
Question "generally know what is happening on campus" score >= national scores

**Findings (2007-2008) - Achievement Target: Not Met**
2008 Score = -.21 below the national score

**Document:**
FY08 Noel Levitz Results

**Related Action Plans:**
**Full Time Marketing/Publicity Position**
There is a need for a full time marketing/publicity coordinator. There are too many programs/activities/special events on campus from our department and the responsibility has been placed on coordinators who are programming events to also do the publicity. For more information, see the Action Plan Details section of this report.

**M 22: Noel Levitz - Involvement**
Question: "I can easily get involved in campus organizations"

Source of Evidence: Benchmarking

**Achievement Target:**
Question on "I can easily get involved in campus organizations" score >= to national score

**Findings (2007-2008) - Achievement Target: Not Met**
Score = -.09 below national score

**Document:**
FY08 Noel Levitz Results
Related Action Plans:

**Software for Student Organization registration**
Purchase software for registration of student organizations-Org. Sync
For more information, see the Action Plan Details section of this report.

**O 2: Provide well managed facilities.**
Provide well managed facilities which are safe and clean and available and enjoyable for programs, students, faculty, staff, and community.

**Strategic Plans:**
Texas A&M-Corpus Christi
1.1 Provide excellent academic programs & instruction.
1.10 Manage resources efficiently and effectively.
1.4 Provide a supportive and safe campus environment

**Related Measures:**

**M 9: University Center Survey-Cleanliness**
University Center Facility Usage Survey
Source of Evidence: Client satisfaction survey (student, faculty)

**Achievement Target:**
Satisfaction from cleanliness, ambiance, and interaction with UCSA staff from clients who use facilities and respond to survey will be >= 90%

**Findings (2007-2008) - Achievement Target: Met**
- Overall response = 91.75% (breakdown below)
- 97% of respondents rated the cleanliness of their meeting space as either superior, excellent or good.
- 95% of respondents rated the ambiance of their meeting space as either superior, excellent or good.
- 89% of respondents rated their interaction with the Scheduling Staff as either superior, excellent or good.
- 86% of respondents rated their interaction with the Operations Staff as either superior, excellent or good.

**Document:**
FY08 UC Survey Response

**Findings (2006-2007) - Achievement Target: Met**
Scored 95%

**M 10: EMS Reservation Reports-Student Usage**
EMS Reservation Reports-student usage
Source of Evidence: Activity volume

**Achievement Target:**
a. Student reservations >= 550 average/long semester
b. Academic unit reservations >= 250 average/long semester
c. Other department reservations >= 350 average/long semester.

**Findings (2007-2008) - Achievement Target: Partially Met**
The University Center and Student Activities scheduling statistics gathered from our Event Management Software showed that student reservations = 569 average/long semester; academic unit reservations = 198 average/long semester and other department reservations = 431 average/long semester
Document: FY08 Average University Center Usage

Findings (2006-2007) - Achievement Target: Met
a. Student reservations = 475 average/semester
b. Academic unit reservations = 211 average/semester
c. Other department reservations = 394 average/semester

Related Action Plans:
Feasibility Study Completed
As enrollment continues to increase on our campus there has also been an increase in the usage of the University Center but primarily in the area of use by academic units and other departments on campus.

Develop a timeline for a feasibility study on expansion of the University Center.
For more information, see the Action Plan Details section of this report.

M 11: Facility Manager Reports
Facility manager reports, work orders and contracted repairs
Source of Evidence: Administrative Measure

Achievement Target:
Facility student manager reports will be completed on a daily basis.

Findings (2007-2008) - Achievement Target: Met
a. Manager reports were completed every day building was open.
b. Work orders were submitted within 2 days of being reported.

Document: FY08 University Center Work Orders

Findings (2006-2007) - Achievement Target: Partially Met
a. Completed reports 100% of the 247 days that the building was opened
b. No data available

M 12: Injury/Accident Reports
Department injury/accident reports
Source of Evidence: Administrative Measure

Achievement Target:
Decrease incident/accident reports by 2 as compared to previous fiscal year.

Findings (2007-2008) - Achievement Target: Met
FY08=1 which was 3 less then previous year of 4.

Document: FY08 UCSA Incident Reports

Findings (2006-2007) - Achievement Target: Not Met
FY07 = 4 which was 1 less as compared to previous year

M 13: Graduating Student Survey-Overall Comfort
2008 Graduating Student Survey-Overall comfort of the University Center for leisure
Source of Evidence: Client satisfaction survey (student, faculty)

Achievement Target:
Question 51 "overall comfort of the UC as a place for leisure time." >= overall satisfaction of 90%
Findings (2007-2008) - Achievement Target: Not Met
The 2008 Graduating Student Survey revealed that 88.7% of graduating students were satisfied with the overall comfort of the UC as a place for leisure time.

Document:
FY08 Graduating Student Survey Results

Findings (2006-2007) - Achievement Target: Met
Scored 91.1%

Related Action Plans:
UC Expansion
Begin researching and develop plan for University Center Expansion by conducting a feasibility study
For more information, see the Action Plan Details section of this report.

M 14: Training of Student Employees
Training of Student Employees

Achievement Target:
Attendance >= 85% with individual training meetings for remainder.

Findings (2007-2008) - Achievement Target: Met
Attendance = 90%

Document:
Fall Student Training Attendance

Findings (2006-2007) - Achievement Target: Met
Attendance = 90%

M 23: Noel Levitz - Student Center
Question: "The Student Center is a comfortable place for students to spend their leisure time."

Source of Evidence: Benchmarking

Achievement Target:
Question: "The Student Center is a comfortable place for students to spend their leisure time." >= national score and >= previous TAMUCC administration of survey

Findings (2007-2008) - Achievement Target: Partially Met
2008 score = .13 above national score and -.11 below 2006 TAMUCC score

Document:
FY08 Noel Levitz Results

Related Action Plans:
Feasibility Study
Conduct a feasibility study on the expansion of the University Center.
For more information, see the Action Plan Details section of this report.

O 3: Practice good stewardship of all resources.
Practice good stewardship of all resources.

Strategic Plans:
Texas A&M-Corpus Christi
1.10 Manage resources efficiently and effectively.
1.4 Provide a supportive and safe campus environment
1.7 Commitment to faculty & staff diversity & quality.

**Related Measures:**

**M 15: Divisional Staff Development Attendance**  
Professional and Support Staff Attendance at divisional staff development workshops.

**Achievement Target:**  
a. Professional Staff attendance >= 85% average attendance at each divisional staff development day.  
b. Support Staff attendance >= 50% average attendance at each divisional staff development day.

**Findings (2007-2008) - Achievement Target: Met**  
a. Professional Staff Attendance at each divisional staff development day was 85.7% or greater.  
b. Support Staff Attendance at each divisional staff development day was 75% or greater.

**Document:**  
[FY08 Staff Development Attendance](#)

**Findings (2006-2007) - Achievement Target: Met**  
a. 85.7% average attendance of professional staff at each divisional staff development  
b. 97.6% average attendance of support staff at each divisional staff development

**M 16: Conference Attendance**  
Professional Staff Conference Attendance

**Achievement Target:**  
Each professional staff conference/workshops >= 2/year.

**Findings (2007-2008) - Achievement Target: Met**  
All 7 professional (exempt) staff members attended a minimum of 2 conferences/workshops per year.

**Document:**  
[FY08 Staff Development Summary](#)

**Findings (2006-2007) - Achievement Target: Met**  
Occurred; All 7 professional staff members attained this goal

**M 17: Employee Retention**  
Employee Retention

**Source of Evidence:** Administrative Measure

**Achievement Target:**  
a. Professional staff retention at 2 years or more >= 50%  
b. Support staff retention at 2 years or more >= 50%

**Findings (2007-2008) - Achievement Target: Not Met**  
a. Professional staff retention = 85%  
b. Support staff retention = 44.4%

**Document:**  
[UCSA Staff Retention](#)

**Findings (2006-2007) - Achievement Target: Not Met**  
a. Professional staff retention = 15% (1/7)  
b. Support staff retention = 77% (7/9)

**Related Action Plans:**
**Staffing, Equity, & Salary Issues**
Workload and demand on staff has increased. Review of positions to address staffing shortages, equity and salary adjustments needs to occur and be requested during FY10 budget cycle. For more information, see the *Action Plan Details* section of this report.

**M 18: FAMIS Compliance**
Compliance with FAMIS policies

Source of Evidence: Activity volume

**Achievement Target:**
Compliance with FAMIS and receive 5 less PIP reports from FY07. FY07=24.

**Findings (2007-2008) - Achievement Target: Met**
PIP report indicated 12 PIP reports for FY08, which is 12 less than previous year.

**Document:**
FY08 UCSA PIP Report

**Findings (2006-2007) - Achievement Target: Met**
PIP reports = 24 which is 14 less than previous year.

**M 19: Island Waves Revenue Account**
Island Waves Revenue Account

Source of Evidence: Activity volume

**Achievement Target:**
Increase Island Waves advertising sales by 10% from FY07.

**Findings (2007-2008) - Achievement Target: Met**
Advertising sales increased 14.07% from FY07

**Document:**
FY08 Island Waves Revenue Account

**Findings (2006-2007) - Achievement Target: Met**
FY07 increased sales by 20.39%. Advertising sales in FY06 increased by 62.5% from previous year.

### Details for Action Plans Established This Cycle

**Diversity & Cultural Newsletter**
With the assistance of student employees, a diversity & cultural newsletter will be created and disseminated every two months.

**Priority:** High

**Target Date:** 08/2009
August 2009

**Responsible Person/Group:** Student Activities Coordinator responsible for multicultural programming

**Feasibility Study**
Conduct a feasibility study on the expansion of the University Center.

**Priority:** High

**Target Date:** 08/2009
August 2009

**Responsible Person/Group:** Director & Student Affairs Administration
Additional Resources Needed: Funding

Feasibility Study Completed
As enrollment continues to increase on our campus there has also been an increase in the usage of the University Center but primarily in the area of use by academic units and other departments on campus.

Develop a timeline for a feasibility study on expansion of the University Center.

   Priority: High
   Target Date: 03/2010
   March 2010 for completion of Feasibility Study
   Responsible Person/Group: Director University Center & Student Activities/Student Affairs/Fiscal Affairs
   Additional Resources Needed: Funding
   Budget Amount Requested: $200000

Full Time Marketing/Publicity Position
There is a need for a full time marketing/publicity coordinator. There are too many programs/activities/special events on campus from our department and the responsibility has been placed on coordinators who are programming events to also do the publicity.

   Priority: High
   Target Date: 08/2009
   August 2009
   Responsible Person/Group: Director and Assistant Directors
   Additional Resources Needed: Staff Person
   Budget Amount Requested: $35000

Hire 2 Coordinator/Asst. Director Level Positions
As enrollment continues to increase, there is a need to have more full time positions on our team to provide adequate services, programs and activities. Filling the proposed positions would allow more quality time with students to enhance their participation in experiential learning and student organizations. Would like to hire 1 full time position by August 2009 and the other by August 2010.

   Priority: High
   Target Date: 08/2010
   August 2010
   Responsible Person/Group: Student Activities Assistant Director & Coordinators
   Additional Resources Needed: Salaries for additional staff
   Budget Amount Requested: $80000

Software for Student Organization registration
Purchase software for registration of student organizations-Org. Sync

   Priority: High
   Target Date: 08/2008
   August 2008
   Responsible Person/Group: Assistant Director and Coordinator
   Additional Resources Needed: Software Program
   Budget Amount Requested: $12000
Staffing, Equity, & Salary Issues
Workload and demand on staff has increased. Review of positions to address staffing shortages, equity and salary adjustments needs to occur and be requested during FY10 budget cycle.

Priority: High
Target Date: 03/2009
March 2009

Responsible Person/Group: Director and Assistant Director

Additional Resources Needed: Money for Salary Adjustments and new position

Budget Amount Requested: $40000

UC Expansion
Begin researching and develop plan for University Center Expansion by conducting a feasibility study

Priority: High
Target Date: 08/2009
August 2009

Responsible Person/Group: Director University Center & Student Activities/Student Affairs/Fiscal Affairs

Additional Resources Needed: Funding

Analysis Answers

What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?
UCSA continues to provide quality events, activities, services and facilities to the campus community. We continue to provide opportunities for our students to get involved and stay connected to campus. We also provide many development opportunities for our student and full-time employees.

What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?
As our enrollment continues to grow, we have seen from surveys that there is a need for facility expansion. In order to keep up with the demand of providing quality events, activities and new initiatives there is also a need for more staff positions to be filled. Our department is understaffed.

Annual Reports

Executive Summary
The University Center & Student Activities department fosters a healthy academic climate and professional atmosphere that promotes and encourages student leadership, learning and growth. The goal of our office is to improve the quality of life on campus through activities, programming and student employment. These programs and activities fit the needs of the students in interpersonal and leadership development, provide campus entertainment, and encourage students to become involved in organizations and activities.

In 2007-2008
We have 113 recognized student organizations. Student Organizations
completed 705 hours of community service during the fall 2007 semesters and collected $2,158; during the spring 2008 semester they completed 1,259.5 hours of community service, and collected $14,881. The Psychology Club won the Student Organization of the Year Award by increasing their membership from 0 to 60 members and doing many on campus and community service projects. Dr. Janis Haswell was named the Advisor of the Year for her efforts with the Student Honor Society.

Greek organizations raised $1995 for various organizations, and completed over 105 hours of community service during the fall semester. Order of Omega, an honor society for Greeks, has turned their program around and also initiated Dr. Babbili as a member. Delta Chi began colonization in Fall 2007. Students who participate in Greek Life represent 4.2% of the total undergraduate population. We increased participation in Alpha Phi Alpha by 100%; a Latino fraternity is establishing a colony and a former Latino fraternity is attempting to reestablish.

The Island Waves and Windward Review received a total of 9 and 3 awards respectively from the Texas Intercollegiate Press Association. This year Island Waves was able to send two students to each of the national conventions in Washington, DC and San Francisco, CA for formal training since there is no major in journalism. The Island Waves collaborated with Dr. Babbili in providing a journalism writing workshop open to the campus.

The Islander Cultural Alliance held their signature event, Culture Fest, in November 2007, and had a record number of attendees at a little over 300 from the campus and community. The South Texas Leadership Conference was held at Camp Zephyr with 63 attendees (increase of 11 participants from previous year) from TAMUK and TAMUCC. We offered an Alternative Spring Break Experience in New Mexico and had eight students and two advisors participate in the program. EDGE, leadership program, continues their recycling efforts in the University Center and currently held a car show on campus raising $300 for Mothers against Drunk Drivers (MADD).

The University Center & Student Activities Advisory Council was formed this year and serves as a representative body of students, faculty, and staff that makes recommendations on policies, procedures and needs for UCSA department. Our department worked collaboratively with comptroller to purchase new flat screen monitors and implemented the Islander Information Network. The University Center continues to see a need for additional meeting rooms, seating for dining, organizational space and auditorium/ballroom space.
2008:

- Association of College Unions International (ACUI) Region 12 Leadership Team
  - Recreation Program Team Leader & At Large Member
- National Association of Campus Activities (NACA) Educational Session Coordinator
- ACUI Region 12 Conference Planning Team & Host Team
- Catholic Charities during the ACUI National Conference in New Orleans, LA
- Corpus Christi Wishes & Dreams Monetary Drive and Toy Drive
- City of Corpus Christi Animal Care Advisory Board
- Habitat for Humanity during Alternative Spring Break

In addition to our staff participating in public/community service, the following organizations provided service as well:

**Alternative Spring Break**

Alternative Spring Break (ASB) Programs provide an opportunity for college students and staff members to engage in direct “hands-on” service that addresses the needs of the location in areas such as community service, social services, environmental conservation, etc. ASB programs establish educational objectives in collaboration with the host location. This in turns provides participants a sense of understanding about the region in which they will be volunteering and an opportunity to experience the culture of the individuals with which they will be interacting.

This marked the first year of this program. No funding was available for participants, so they were required to conduct fundraisers to cover their expenses. Participants were able to raise $1,031, which covered all expenses. Eight students and two staff members traveled to Alamogordo, New Mexico to volunteer with Habitat for Humanity. They worked on various projects at several houses, including roofing and painting.

**Campus Activity Board**

- Hosted Dunking Booth for Islander Lights, November 30th
- Hosted Bowling Pin Booth for Read to Feed, April 25th

**EDGE Leadership Program**

- Annual Car Show (1st year): Raised $300 for Mother’s Against Drunk Driving

**Homecoming**

- Court candidates read to students at St. Patrick’s Elementary School.

**TIDE**

- Toiletry drive for the Women’s Shelter conducted during the Celebration of Women in the Arts on November 8th. Donated 30 hand decorated toiletry bags filled
with travel sized soap, shampoo, conditioner and cotton balls.

**Greek Life**

- Order of Omega participated in community service each semester. For Fall, members volunteered at the Humane Society. In spring, members participated in Kid's Fest and hosted a fishing game for the event.
- Greek-ffiti on April 13th – 269 hours, 1,514 square feet of graffiti painted with 56 gallons of paint.
- Collectively, 432 members donated 156.5 hours each of service and raised $7,578 for community service agencies (self-reported by several, but not all, chapters).

**University Council of Student Organizations**

<table>
<thead>
<tr>
<th></th>
<th>Fall 07 (21 reports)</th>
<th>Spring 08 (27 reports)</th>
</tr>
</thead>
<tbody>
<tr>
<td># Volunteers</td>
<td>780</td>
<td>825</td>
</tr>
<tr>
<td># Hours</td>
<td>705</td>
<td>1259.5</td>
</tr>
<tr>
<td>Amount Raised</td>
<td>$2,158</td>
<td>$14,881</td>
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**Anticipated Challenges**

University Center & Student Activities continues to see challenges in the upcoming years in the following areas:

- Being understaffed and finding funding for new positions
- Providing new initiatives with limited or no budget
- Resolving space issues for requested events/activities/programs from students, faculty/staff and community due to limited facility space

**Closing the Loop / Planned Actions**

UCSA will take the following planned actions in order to meet the overall mission of the university and the department's mission, objectives and measurements.

- Hire Additional Staff: As enrollment continues to increase, there is a need to have more full time positions on our team to provide adequate services, programs and
activities. Filling the positions would allow more quality time with students to enhance their participation in experiential learning and student organizations. There is a need for a full time marketing/publicity coordinator. There are too many programs/activities/special events on campus from our department and the publicity responsibility has been placed on coordinators who are programming events.

Staffing, Equity, & Salary Issues: Workload and demand on staff has increased. Review of positions to address staffing shortages, equity and salary adjustments needs to occur and be requested during budget cycle.

Provide better communication: Provide support and better communication to advisors and student organization officers and students in general from department organization advisors via email, phone, and in person.

Create a Diversity Newsletter: Create a diversity newsletter for campus community; send out electronically to various departments, listservs, organizations, etc

Software for Student Organization registration: Purchase software for registration of student organizations-Org. Sync

UC Expansion: Begin to research and develop plan for University Center Expansion by conducting a feasibility study. As enrollment continues to increase on our campus there has also been an increase in the usage of the University Center but primarily in the area of use by academic units and other departments on campus.

Summary of Requested Resources
Staffing Positions:

- Activities Positions (2)- $70000
- Marketing/Publicity Position (1)- $35000
- Custodian (1) - $18000

Equity Issues/Salary Adjustments(reclassification): $12,000

- Custodians (4)
- Events Coordinator (1)
- Administrative Assistants (2)

Feasibility Study: $200,000

Student Organization Software: $12,000

Administrative Unit Accomplishments
University Center and Student Activities is comprised of many departmental areas. Below is a list of accomplishments for 2007-2008:
Aloha Days (Freshmen Camp)

Aloha Days was held August 15-17, 2007, at Zephyr Baptist Encampment on the banks of Lake Corpus Christi. The Freshmen Camp provides incoming first-year students with an optional summer camp experience designed to aid in their successful transition to Texas A&M University-Corpus Christi. Student leaders, sophomores through seniors, serve as camp counselors and assistants to facilitate activities, discussions, games, and presentations. Student Affairs staff also assist with activities and presentations. During Aloha Days, first-year students develop friendships, an awareness of their personal values and pride in the traditions, spirit and rich heritage of A&M-Corpus Christi.

- Trained 42 student staff members.
- Created a Social Norms Presentation in which the student leaders presented an interactive "choose your own adventure" skit to the campers. The skit represented a college party and educated students about decisions regarding alcohol, relationships, and personal safety.
- Brought back large discussion Roundtables to cover some of the "hot topics" regarding transitioning to college.
- Added an intentional diversity activity to small group time.

Participation

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<tr>
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<th>FY 2007</th>
<th>FY 2006</th>
<th>FY 2005</th>
<th>FY 2004</th>
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<tr>
<td># of camp attendees</td>
<td>199</td>
<td>199</td>
<td>278</td>
<td>174</td>
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<tr>
<td>% of freshmen class</td>
<td>11.3%</td>
<td>8.7%</td>
<td>15.4%</td>
<td>9%</td>
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<tr>
<td>% Change</td>
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<td>-28%</td>
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Aloha Days Demographics:

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<th>Involved Students</th>
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<tr>
<td>Gender</td>
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<tr>
<td>Male</td>
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<tr>
<td>Female</td>
<td>69%</td>
<td>61.2%</td>
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<tr>
<td>Not Available</td>
<td>0%</td>
<td>0%</td>
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<tr>
<td>Race/Ethnicity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Asian</td>
<td>0.5%</td>
<td>2.1%</td>
<td></td>
</tr>
</tbody>
</table>
Campus Activities Board (CAB) is responsible for bringing a variety of cultural, educational and entertainment programs to the campus community. Students develop leadership skills while budgeting, planning, presenting and evaluating each event.

CAB held 16 events with 3310 attendees fall & spring semesters.

**Highlights include**

- Co-sponsored events with other campus departments, including Judicial Affairs, I-ADAPT, Career Services, UCSO, Athletics, ICA, Disability Services, and Recreational Sports.

- Conducted 7 training sessions for members during CAB meetings. Topics included: The Zoo-Leadership Styles, Programming Basics, Communication, Stress Management, Time Management, Conflict Management, Diversity-Race for the American Dream

- Added Volunteer Leadership Positions: Newsletter Editor, Photographer, Recorder, and Webpage Master

- Implemented training for event chair

- Increased CAB membership and retention by 61%.

- Increased overall event attendance by 32%.
**EDGE Leadership Program**

Education through Development, Growth, and Experience (EDGE) is a leadership program which was previously created for freshmen and sophomores. This past year the program was altered into two components available to all classification of students at the university. The Emerging Leaders Program (ELP) is a leadership program open to students with less than 30 hours. The Advanced Leaders Program (ALP) is a leadership program open to all students with more than 30 hours.

Demographics:

<table>
<thead>
<tr>
<th>FY 2008</th>
<th>Program Attendees</th>
<th>Campus Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>40%</td>
<td>38.8%</td>
</tr>
<tr>
<td>Female</td>
<td>60%</td>
<td>61.2%</td>
</tr>
<tr>
<td>Not Available</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Race/Ethnicity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Asian</td>
<td>10%</td>
<td>2.1%</td>
</tr>
<tr>
<td>African-American</td>
<td>0%</td>
<td>4.5%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>50%</td>
<td>37.2%</td>
</tr>
<tr>
<td>International</td>
<td>0%</td>
<td>5.3%</td>
</tr>
<tr>
<td>Native American</td>
<td>0%</td>
<td>5.3%</td>
</tr>
<tr>
<td>White</td>
<td>40%</td>
<td>49.5%</td>
</tr>
<tr>
<td>Not Available</td>
<td>0%</td>
<td>0.7%</td>
</tr>
<tr>
<td>Class Level</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Freshmen</td>
<td>30%</td>
<td>11.1%</td>
</tr>
<tr>
<td>Sophomore</td>
<td>10%</td>
<td>13.6%</td>
</tr>
</tbody>
</table>
Accomplishments:

- Leadership Workshop
  - Keynote Speaker, Virginia Wheeless
  - Presentations by Counseling Center: Diversity Awareness, Personal Wellness

Evaluation Results

<table>
<thead>
<tr>
<th>Question</th>
<th>Poor</th>
<th>Fair</th>
<th>Satisfactory</th>
<th>Good</th>
<th>Excell</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marketing/Promotion</td>
<td>0%</td>
<td>21%</td>
<td>57%</td>
<td>22%</td>
<td></td>
</tr>
<tr>
<td>What you gained as a leader</td>
<td>0%</td>
<td>17%</td>
<td>25%</td>
<td>58%</td>
<td></td>
</tr>
<tr>
<td>Keynote presentation</td>
<td>0%</td>
<td>0%</td>
<td>8%</td>
<td>59%</td>
<td>3</td>
</tr>
<tr>
<td>Personal Wellness Presentation</td>
<td>0%</td>
<td>9%</td>
<td>27%</td>
<td>37%</td>
<td>2</td>
</tr>
<tr>
<td>Diversity Awareness Presentation</td>
<td>0%</td>
<td>9%</td>
<td>18%</td>
<td>46%</td>
<td>2</td>
</tr>
<tr>
<td>Food</td>
<td>8%</td>
<td>25%</td>
<td>8%</td>
<td>51%</td>
<td></td>
</tr>
<tr>
<td>Event as a whole</td>
<td>0%</td>
<td>8%</td>
<td>42%</td>
<td>33%</td>
<td>1</td>
</tr>
</tbody>
</table>

Highlights included:

- Volunteered for Decorate D-Town
- Volunteered for Winter Beach Clean-up
- 12 members attended the annual leadership retreat
- 6 members attended South Texas Leadership Conference (STLC)
- Annual Car Show (1st year): Raised $300 for Mother’s Against Drunk Driving
- 50 cars participated in the car show
Island Waves Student Newspaper

Island Waves (IW) Student Newspaper publishes a weekly student newspaper focusing on news, features, entertainment and sports occurring on campus. This past year 14 issues were published in the fall semester; 14 in the spring semester; and 2 in the summer. There are several student staff positions available where students are able to develop leadership, writing, design layout, photography, and editing skills. Students are self taught as there is no journalism major offered at TAMUCC.

Highlights/Achievements:
- The Island Waves and Windward Review received a total of 9 and 3 awards respectively from the Texas Intercollegiate Press Association. This was the first time that we included the Windward Review as part of submission.
- Began Coffee & a Paper Program (distribution of paper and refreshments once per month for public relations purposes)
- Published third Apartment Guide Issue raising over $5000 in ad revenue
- Sent two students to each of the national conventions in Washington, DC and San Francisco, CA for formal training since there is no major in journalism.
- The Island Waves collaborated with Dr. Babbili in providing a journalism writing workshop open to the campus.

Together Islanders Develop Excellence (TIDE)

Together Islanders Develop Excellence is a new program, formed in spring of 2005. This voluntary program is designed to give new students personal assistance in transitioning to college life by pairing them with a returning student with the same major and interests. The program lasts for a student’s entire first semester. Mentors are responsible for contacting their mentee, answering questions and assisting the mentees with “learning the ropes” at A&M-CC

Participation Rates

<table>
<thead>
<tr>
<th></th>
<th>FY 2008</th>
<th>FY 2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mentors</td>
<td>20</td>
<td>26</td>
</tr>
</tbody>
</table>
Greek Life

Fraternities and sororities are mutually selective, value-driven groups that provide an organized social life for their members as a contributing aspect of their educational experience. These organizations provide lifelong relationships, leadership, scholarship, service, and campus and community involvement.

Highlights and Accomplishments:
- Greeks comprise 4.7% of the total undergraduate population, a slight increase from last year.

<table>
<thead>
<tr>
<th>% change</th>
<th>-30%</th>
<th>-36%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mentees</td>
<td>38</td>
<td>86</td>
</tr>
<tr>
<td>% change</td>
<td>-56%</td>
<td>-89%</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>FY 2008</th>
<th>Program Attendees</th>
<th>Campus Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>16.7%</td>
<td>38.8%</td>
</tr>
<tr>
<td>Female</td>
<td>83.3%</td>
<td>61.2%</td>
</tr>
<tr>
<td>Not Available</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Program Attendees</th>
<th>Campus Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian</td>
<td>0%</td>
<td>2.1%</td>
</tr>
<tr>
<td>African-American</td>
<td>13.3%</td>
<td>4.5%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>36.7%</td>
<td>37.2%</td>
</tr>
<tr>
<td>International</td>
<td>6.7%</td>
<td>5.3%</td>
</tr>
<tr>
<td>Native American</td>
<td>3.3%</td>
<td>5.3%</td>
</tr>
<tr>
<td>White</td>
<td>40%</td>
<td>49.5%</td>
</tr>
<tr>
<td>Not Available</td>
<td>0%</td>
<td>0.7%</td>
</tr>
</tbody>
</table>
• Delta Chi Fraternity successfully colonized in fall 2007 with 24 members.
• Cristina Dominguez selected to serve as Educational Leadership Consultant for Delta Delta Delta. Megan Thompson was one of 13 finalists for the Collegiate Leadership Position in Gamma Phi Beta.

• Sigma Phi Epsilon received the Excelsior Award (for largest fraternity on campus), member Brandon Hardin accepted to the Ruck Leadership Institute (top leadership program for select few fraternity brothers), President Jerahme Martinez selected as McNair Scholar, accepted into the WELCH program (research) and awarded UIFI Scholarship from our department. Phi Delta Theta won their General Headquarters’ Trophy for submitting all paperwork and fees in on time; VP Jay Garcia received an internship with the Hispanic Chamber of Commerce and the Hispanic Association of Colleges and Universities (HACU) with Sodexo and a $2,500 HACU scholarship.
• Hired a Greek Intern, Megan Thompson, to help coordinate the Greek Leadership Retreat and Greek Week.
• Eileen Suarez, President Lambda Theta Alpha, received a prestigious internship for the White House in Washington, DC.
• Beta Theta Pi won two awards from their Headquarters: the Charles Henry Hardin Leadership Development Award, which is given to chapters that best exemplify their commitment to participation in leadership experiences. The second award is the Virginia Tech Award (Academics), which is awarded to chapters based on the chapter grade point average for the year compared to the all undergraduate average.

Greek Demographics:

<table>
<thead>
<tr>
<th>FY 2008</th>
<th>Fraternity and Sorority</th>
<th>Campus</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Members</th>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gender</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>40.4%</td>
<td>38.8%</td>
</tr>
<tr>
<td>Female</td>
<td>59.6%</td>
<td>61.2%</td>
</tr>
<tr>
<td>Not Available</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Race/Ethnicity</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Asian</td>
<td>2.6%</td>
<td>2.1%</td>
</tr>
<tr>
<td>African-American</td>
<td>4.7%</td>
<td>4.5%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>39.8%</td>
<td>37.2%</td>
</tr>
<tr>
<td>International</td>
<td>1.5%</td>
<td>5.3%</td>
</tr>
<tr>
<td>Native American</td>
<td>0.9%</td>
<td>5.3%</td>
</tr>
<tr>
<td>White</td>
<td>50%</td>
<td>49.5%</td>
</tr>
<tr>
<td>Not Available</td>
<td>0%</td>
<td>0.7%</td>
</tr>
<tr>
<td><strong>Class Level</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Freshmen</td>
<td>15.8%</td>
<td>11.1%</td>
</tr>
<tr>
<td>Sophomore</td>
<td>18.1%</td>
<td>13.6%</td>
</tr>
<tr>
<td>Junior</td>
<td>24.3%</td>
<td>15.8%</td>
</tr>
<tr>
<td>Senior</td>
<td>40.4%</td>
<td>37.1%</td>
</tr>
<tr>
<td>Graduate</td>
<td>1.8%</td>
<td>22.3%</td>
</tr>
<tr>
<td>Not Available</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>TOTAL Number</strong></td>
<td>342</td>
<td>8038</td>
</tr>
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</table>

**Participation**

<table>
<thead>
<tr>
<th></th>
<th>FY 2008</th>
<th>FY 2007</th>
<th>FY 2006</th>
</tr>
</thead>
<tbody>
<tr>
<td>Panhellenic</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% change</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>199</td>
<td>179</td>
<td>177</td>
</tr>
<tr>
<td></td>
<td>11%</td>
<td>1.1%</td>
<td>2.8%</td>
</tr>
</tbody>
</table>
Scholarship:

Scholarship is very important to the Greek community. Each semester, members' grades are calculated and overall statistics of each chapter are sent to their headquarters and are published on the A&M-Corpus Christi University Center & Student Activities website.

<table>
<thead>
<tr>
<th>NPHC</th>
<th>3</th>
<th>9</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>% change</td>
<td>-67%</td>
<td>-11%</td>
<td>50%</td>
</tr>
<tr>
<td><strong>Multi-Cultural</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% change</td>
<td>7.7%</td>
<td>33.3%</td>
<td></td>
</tr>
<tr>
<td><strong>Interfraternity Council</strong></td>
<td>140</td>
<td>107</td>
<td>117</td>
</tr>
<tr>
<td>% change</td>
<td>31%</td>
<td>-8.5%</td>
<td>3.4%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FY07 GPA Rankings</th>
<th>Fall 2007</th>
<th>Spring 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Group</strong></td>
<td>Term</td>
<td>CMLT</td>
</tr>
<tr>
<td>All Undergraduate Women</td>
<td>2.854</td>
<td>2.928</td>
</tr>
<tr>
<td>All Undergraduate Men</td>
<td>2.563</td>
<td>2.661</td>
</tr>
<tr>
<td>Overall Undergraduate</td>
<td>2.717</td>
<td>2.795</td>
</tr>
<tr>
<td>Overall Sorority</td>
<td>2.829</td>
<td>2.961</td>
</tr>
<tr>
<td>Overall Fraternity</td>
<td>2.696</td>
<td>2.829</td>
</tr>
<tr>
<td>Overall Greek</td>
<td>2.763</td>
<td>2.895</td>
</tr>
<tr>
<td>Alpha Gamma Delta</td>
<td>2.930</td>
<td>2.941</td>
</tr>
<tr>
<td>Alpha Kappa Alpha</td>
<td>2.676</td>
<td>3.000</td>
</tr>
<tr>
<td>Delta Delta Delta</td>
<td>2.892</td>
<td>3.045</td>
</tr>
<tr>
<td>Gamma Phi Beta</td>
<td>2.915</td>
<td>2.916</td>
</tr>
<tr>
<td>Lambda Theta Alpha</td>
<td>2.734</td>
<td>2.902</td>
</tr>
<tr>
<td>Alpha Phi Alpha</td>
<td>2.791</td>
<td>2.983</td>
</tr>
<tr>
<td>Beta Theta Pi</td>
<td>2.473</td>
<td>2.752</td>
</tr>
<tr>
<td>Delta Chi</td>
<td>3.034</td>
<td>3.019</td>
</tr>
<tr>
<td>Phi Delta Theta</td>
<td>2.444</td>
<td>2.484</td>
</tr>
<tr>
<td>Sigma Phi Epsilon</td>
<td>2.737</td>
<td>2.907</td>
</tr>
</tbody>
</table>
South Texas Leadership Conference/Institute

The South Texas Leadership Conference (STLC) has been a joint initiative between A&M-Corpus Christi, Texas A&M University-Kingsville and Texas A&M International University. Once per year, student leaders from each institution convene to learn leadership skills, network with their peers and gain new ideas for their organizations. The purpose of the South Texas Leadership Conference is to train students on various leadership skills they can use as university student organization officers, community advocates and for life-long learning.

Over the years, each institution has taken turns hosting the conference at their respective campus. The format for the conference has changed, however. The three institutions agreed that the intent of having a regional conference for students to convene to learn leadership skills, network with their peers and gain new ideas for their organizations still held true. During the 2004-2005 academic year, a series of drive-in workshops throughout the year were hosted by each respective campus. Upon review, it was decided to change the format again since the host institution had a large constituency of its own students in attendance and there were a disproportionate number of students from the other campuses. In 2005-2006, a new format was born where STLC would be hosted at a retreat setting and coordinated by all three institutions. In 2007, the format remained having the conference at a retreat setting, but the details would be mainly coordinated by one campus, with input from all campuses. It was also agreed to open the conference to all schools in the South Texas region. In 2008, the format remained the same.

Although many schools showed interest this year and asked to be included in the future, only Texas A&M University-Kingsville and Texas A&M University-Corpus Christi participated in 2008. The conference was held at Zephyr Baptist Encampment on Lake Corpus Christi on February 22nd-24th. Forty-eight A&M-Corpus Christi students attended the conference, representing over 17 different organizations. Twelve students and three staff members attended from Texas A&M University-Kingsville. Professional staff members and faculty from each campus presented workshops, as well as a guest...
speaker, T.J. Sullivan from CAMPUSPEAK. From the UCSA department, Stephanie Box, Brenda Rodriguez, Kimberly Duncan, and Wendy Morgan Butts led workshops at the conference on topics including, leadership styles, organizational change, creating a stronger organization presence, recruitment and retention, conflict management, online communities (e.g. Facebook and MySpace), and creating an organizational brand. Wendy Morgan Butts and Kimberly Duncan each also facilitated a diversity training session to all conference participants. In total, 53 students representing the two campuses benefited from the experience.

For next year, we will be starting recruitment from other participating schools beginning in the summer. At this time, TAMUCC has taken ownership of planning the conference until such a time that all campuses are able to provide the necessary staff to implement the conference.

Accomplishments:

- Twelve more A&M-Corpus Christi students attended the conference this year than the previous year.
- A committee including 2 professional staff members and 9 students was formed to plan the conference details. Student participation in planning the activities and assisting in facilitation at STLC provided another way to promote leadership development.
- Evaluations from this year’s conference were very positive about the quality of experience the students’ received.

University Council of Student Organizations

The University Council of Student Organizations (UCSO) is a governing council for all non-Greek, non-sport club and non-departmental organizations. UCSO meetings are held monthly during the fall and spring semesters. The main purposes are: determine funding for eligible organizations; develop and communicate policies and procedures relevant to student organizations; and inform student organizations of campus and community opportunities and events.

Student Activities strives to get as many students involved in campus life as possible. In fiscal year 2008, 2,148 students participated in at least one student organization and 340 students participated in more than one organization. Additionally, 22 new student organizations were formed in FY 2008.

Officers:

- President: Daniel Buckley
- Vice-President: Dua Abudiab
- Secretary: Vacant
Student Organizations:

**Academic Organizations**

- Islander Association for Child Education International (IACEI)
- Association of Women in Science (AWIS)
- Alpha Kappa Delta
- Association of Texas Professional Educators (ATPE)
- Chemistry Club
- Clinical Laboratory Science Club
- Computer Science Club
- Council of Teachers of Math
- Criminal Justice Association
- Engineering Technology Society
- Field Science Club
- Forensic Science Association
- Geology Club
- Geographic Information Science Student Organization (GISSO)
- Graduate Student Assoc
- Honors Student Association
- Islander Student Athletic Trainers Association (ISATA)
- Kinesiology Club
- Math Club
- Management Information Systems (MIS) Club
- National Science Teachers Association (NSTA)
- Phi Alpha Delta
- Philosophy Club
- Pre-Professional Health
- Pre-Dental Society
- Psychology Club
- Student Association of Graduate English Scholars (SAGES)
- Sigma Alpha Iota
- Society for the Advancement of Management (SAM)
- Social Science Undergraduate Research Consortium (SSURC)
- Society for Human Resource Management (SHRM)
- Society of Manufacturing Engineers
- Student Accounting Society
- Student Art Association
- Student Economic Association
- Student Finance Association
- Student Nurses Association
- Student Reading Council
- Wildlife Conservation & Rehab Club

**Community Service**

- Circle K International (CKI)
- Omega Phi Alpha (ΩΦΑ)
- Students Against Destructive Decisions (SADD)
- STOMP
- Student Foundation Assoc

**Cultural Organizations**
• African American Cultural Society (AACS)
• Bilingual Education Student Org.
• Filipino-American Student Association
• India Student Association
• Chinese Student Association (formerly SEASA)

Honor Societies
• Alpha Epsilon Delta (ΑΕΔ)
• Alpha Phi Sigma (ΑΦΣ)
• Beta Beta Beta (ΒΒΒ)
• Chi Sigma Iota (ΧΣΙ)
• Delta Sigma Pi (ΔΣΠ)
• Golden Key International Honor Society
• Kappa Delta Pi (ΚΔΠ)
• Lambda Pi Eta (ΛΡΗ)
• Phi Mu Alpha (ΦΜΑ)
• Phi Theta Kappa (ΦΘΚ)
• Pi Alpha Alpha (ΠΑΑ)
• Psi Chi (ΨΧ)
• Sigma Gamma Epsilon (ΣΓΕ)
• Sigma Tau Delta (ΣΤΔ)
• Sigma Xi, TAMUCC Student Affiliates (ΣΞ)

Religious Organizations
• Baptist Student Ministry
• Campus Crusade for Christ
• Chi Alpha
• Edge Ministries
• Fellowship of Christian Athletes
• GLO
• Muslim Student Association
• Newman Club
• Real Life
• Rosary Club
• Seven
• The Place
• The Prayer Group
• The Net
• United Campus Ministries
• Young Life

Special Interest
• Anime Club
• Cadet Club
• Ceramic Guild of TAMU-CC
• Colleges Against Cancer
• College Republicans
• Friends of the Gulf Coast Humane Society
• Gay & Straight Alliance
• Guitar Club
• Islander Democrats
• Last Act Theatre Company
• Multi-Media Members Society (MMMS)
• National Organization for the Reform of Marijuana Laws (NORML)
• Nu Deal Interest Group
UCSO Accomplishments:

- Established 22 new organizations.
- Adopted new funding policy that allows organizations to apply for additional funds based on their needs.
- Positive repertoire between UCSO advisor and organization advisors was established.
- Held bi-weekly officer meetings with UCSO President and Vice President.

Community Service:

<table>
<thead>
<tr>
<th></th>
<th>Fall 07 (21 reports)</th>
<th>Spring 08 (27 reports)</th>
</tr>
</thead>
<tbody>
<tr>
<td># Volunteers</td>
<td>780</td>
<td>825</td>
</tr>
<tr>
<td># Hours</td>
<td>705</td>
<td>1259.5</td>
</tr>
<tr>
<td>Amount Raised</td>
<td>$2,158</td>
<td>$14,881</td>
</tr>
</tbody>
</table>

Waves of Welcome
Waves of Welcome (WOW) is designed to help students become familiar with A&M-Corpus Christi and its traditions. WOW provides an opportunity for students to meet their fellow Islanders, network with faculty and staff, and connect with student leaders. By attending open houses, special programs, meetings, and other activities, students can learn more about the many resources available to help them succeed academically and get the most out of their college experience.

Highlights/Achievements
Continued to implement Passport to the Island, program highlighting the services that are available to students targeting our evening and commuter students.

**ACUI College Bowl**
- Increased this year’s campus tournament from 8 teams to 10 teams. A total of 40 students participated in the campus tournament.
- The winning team from our campus tournament traveled to the University of Houston to take part in the Regional Finals.

**Facilities**

**Major Projects**
- 204 Construction Project
- Implemented Meeting Matrix Software which replaced Room Viewer
- Chair Rails/Baseboards in foyer as well as Tejas A, B, and C
- Islander Information Network implementation
- Game room Refresh implementation
- Purchase of Custodial Equipment
  - Auto Floor Scrubber
  - Talking Mop
  - Bathroom Buddy
- Purchase of new 6’ and 8’ tables
- Began process of reupholstering 1,000 green stack chairs
- Began process of replacing carpet in Bayview, Oso, Ballroom, and Legacy
- Awarded bid to contractors for the maintenance and repair of the Ballroom airwalls
- Completed construction of new ICA office
- Coordinated publication of College Town Profile publication for the Division of Student Affairs
Facilities Assessment and Statistics:

Customer Satisfaction Survey: At the conclusion of every event in the UC, the contact person for every organization is sent a satisfaction survey. This is a snapshot of the results for this past year:

- 60% of respondents indicated they made reservations via the internet (up from 53% last year)
- 86% of respondents rated the cleanliness of their meeting space as either superior or excellent with an additional 11% rating it good—an overall positive response rate of 97%
- 81% of respondents rated the ambiance of their meeting space as either superior or excellent with an additional 15% rating it good—an overall positive response rate of 96%
- 81% of respondents rated their interaction with the Scheduling Staff as either superior or excellent with an additional 8% rating it good—an overall positive response rate of 99% (9% selected N/A)
- 79% of respondents rated their interaction with the Operations Staff as either superior or excellent with an additional 7% rating it good—an overall positive response rate of 98% (12% selected N/A)

Reservation Statistics:

<table>
<thead>
<tr>
<th>Client Type</th>
<th>Bookings 2007-8</th>
<th>Bookings 2006-7</th>
<th>Bookings 2005-6</th>
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</thead>
<tbody>
<tr>
<td>Academic</td>
<td>1,398</td>
<td>2,024</td>
<td>1,886</td>
</tr>
<tr>
<td>Administrative</td>
<td>3,435</td>
<td>2,207</td>
<td>2,446</td>
</tr>
<tr>
<td>Non University</td>
<td>75</td>
<td>286</td>
<td>222</td>
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<tr>
<td>Student Affairs</td>
<td>3,164</td>
<td>2,324</td>
<td>2,470</td>
</tr>
<tr>
<td>Student Orgs</td>
<td>5,654</td>
<td>4,479</td>
<td>4,190</td>
</tr>
<tr>
<td>University-Related</td>
<td>4</td>
<td>17</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Reservations</strong></td>
<td><strong>13,730</strong></td>
<td><strong>11,337</strong></td>
<td><strong>11,214</strong></td>
</tr>
<tr>
<td>+/- from previous year</td>
<td>11%</td>
<td>1%</td>
<td>26%</td>
</tr>
</tbody>
</table>

Teaching Results / Accomplishments

Research/Scholar Activity Accomplishment

Detailed Assessment Report
2007-2008 University Housing

Mission/Purpose

The Department of University Housing at Texas A&M University - Corpus Christi strives to provide quality student housing through on-campus and off-campus housing programs. The department endeavors to facilitate the educational mission of the University by creating living environments that foster the growth and development of all students participating in the on-campus housing program.

Student Learning Outcomes, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

O 1: Build a residential environment of learning.
Build a residential environment of learning that contributes to student success.

Document:
2008 University Housing Annual Report

Strategic Plans:

Texas A&M-Corpus Christi
1.3 Promote lifelong learning and global citizenship.
1.4 Provide a supportive and safe campus environment
1.6 Commitment to student diversity and quality.

Related Measures:

M 2: Noel Levitz Survey - Regulations
Noel Levitz Survey - Residence Hall Regulations Score
Source of Evidence: Benchmarking

Achievement Target:
Residence Hall Regulations >= national score

Findings (2007-2008) - Achievement Target: Not Met
2008 Noel Levitz Residence Hall Regulations Score = .16 below national score (.05 statistical significance)

Document:
2008 Noel Levitz - Residence Hall Regulations Score

Related Action Plans:
Review housing lease and community policies.
Review housing lease and policies and compare to other campuses in the state of Texas who utilize privatized housing. Make changes where deemed appropriate.
For more information, see the Action Plan Details section of this report.

M 3: Noel Levitz Survey - Staff Concern
Noel Levitz Survey - Residence Life Staff Concern Score
Source of Evidence: Benchmarking

Achievement Target:
Residence Staff Concern >= national score AND > 2006 TAMUCC score.

Findings (2007-2008) - Achievement Target: Partially Met
2008 Noel Levitz Residence Staff Concern = .25 below national score BUT .07 above 2006 TAMUCC score(.001 statistical significance).
Document:

2008 Noel Levitz - Residence Life Staff Concern

Related Action Plans:

Enhance customer service & crisis training
Enhance and increase customer service training and crisis management training of RA and full-time staff and management.
For more information, see the Action Plan Details section of this report.

M 4: CAS Self-Study
The department will complete a CAS (Council for Advancement of Standards) Self-Study during the academic year. The study team will consist of raters from outside the department and the division.
Source of Evidence: Professional standards

Achievement Target:
The Department will complete a CAS Self-Study.

Findings (2007-2008) - Achievement Target: Met
The CAS Self-Study has been completed. An Action Plan will be developed Fall 2008.

Document:

Housing CAS self assessment guide

Related Action Plans:

Create CAS Action Plan
Create an action plan to address concerns found in CAS(Council for the Advancement of Standards) Self-Study
For more information, see the Action Plan Details section of this report.

Fund University Housing from Housing Services
Fund University Housing Account 301110 from Housing Services Revenue Account 320081. Funds in the Housing Services account are obtained from the Camden Miramar profit sharing proceeds. Request to fund the University Housing account with these proceeds. Currently, Housing Services funds $41,617 of this account. An additional $41,616 is needed to meet FY09 needs plus $1799 for merit pool and $424 for benefit increases associated with merit. A total budget of $85,456 to be fully funded from the Housing Services account is needed.
For more information, see the Action Plan Details section of this report.

M 5: Residence Life Programming - Quantity
The quantity (number) of programs offered by the Residence Life staff in total and in each of the wellness wheel categories.
Source of Evidence: Activity volume

Achievement Target:
The Residence Life Program will offer >= 90 programs throughout the year with all categories of the Wellness Wheel being presented.

Findings (2007-2008) - Achievement Target: Met
The Residence Life Program offered 101 programs throughout the year in all categories of wellness. social = 97, Emotional = 17, Physical = 29, Intellectual = 39, Spiritual = 9, Occupational = 4, Cultural = 22.

Documents:

2008 University Housing Annual Report
2007-2008 Miramar Program Log
M 6: Residence Life Programming - Attendance
The total number of participants attending programs hosted by Residence Life staff. Participants attending more than one event will be counted for each event attended.

Source of Evidence: Activity volume

**Achievement Target:**
Number of attendees at residence life programs >= 3000.

**Findings (2007-2008) - Achievement Target: Met**
Number of attendees at residence life programs = 4065.

**Documents:**
2008 University Housing Annual Report
2007-2008 Miramar Program Log

M 7: Fall Large Scale Program Outcome
Outcome findings for the Fall Large Scale Program as measured by a pre-test and post test. Specifically looking for increase in knowledge on 3 of 5 test measures.

Source of Evidence: Faculty pre-test / post-test of knowledge mastery

**Achievement Target:**
Students will show a significant gain on 3 of 5 items and summative experience rating >=80%

**Findings (2007-2008) - Achievement Target: Met**
Students showed a gain on all items and a significant gain on 3 of 5 items. Students reported a summative experience rating of 91%.

**Document:**
2006-2007 Party House Outcomes

**Findings (2006-2007) - Achievement Target: Met**
Students showed significant gain on 3 of 5 items and gain on 1 item. 91% reported that the Party House experience had a positive impact on their perceptions and/or behavior.

M 8: Resident Advisor GPAs
Average cumulative GPA for all Resident Advisors (RAs) at the end of the Spring semester.

Source of Evidence: Document Analysis

**Achievement Target:**
Resident Advisors will have an average cumulative grade point average >= 3.0

**Findings (2007-2008) - Achievement Target: Met**
Average cumulative GPA of Resident Advisors = 3.124

**Documents:**
2008 University Housing Annual Report
2007-08 Resident Advisor Data

Other Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

O 2: Provide quality on-campus housing options.
Provide quality on-campus housing options that are attractive to students.
Document:  
2008 University Housing Annual Report

Strategic Plans:
Texas A&M-Corpus Christi
1.10 Manage resources efficiently and effectively.
1.4 Provide a supportive and safe campus environment

Related Measures:

M 1: Noel Levitz Survey Results - Living Condition
Noel Levitz Survey Results - Living Condition Score
Source of Evidence: Benchmarking

Achievement Target:
Living Condition score >= national score

Findings (2007-2008) - Achievement Target: Not Met
2008 Noel Levitz Living Condition score = .04 below national score (no statistical significance).

Document:  
2008 Noel Levitz - Living Condition Score

Related Action Plans:

Capital improvements to enhance facilities
Camden Miramar will facilitate capital improvements to enhance facilities. A building rehab program will be created to allow summer building closures for improvements and updates. For more information, see the Action Plan Details section of this report.

M 4: CAS Self-Study
The department will complete a CAS (Council for Advancement of Standards) Self-Study during the academic year. The study team will consist of raters from outside the department and the division.

Source of Evidence: Professional standards

Achievement Target:
The Department will complete a CAS Self-Study.

Findings (2007-2008) - Achievement Target: Met
The CAS Self-Study has been completed. An Action Plan will be developed Fall 2008.

Document:  
Housing CAS self assessment guide

Related Action Plans:

Create CAS Action Plan
Create an action plan to address concerns found in CAS (Council for the Advancement of Standards) Self-Study
For more information, see the Action Plan Details section of this report.

Fund University Housing from Housing Services
Fund University Housing Account 301110 from Housing Services Revenue Account 320081. Funds in the Housing Services account are obtained from the Camden Miramar profit sharing proceeds. Request to fund the University Housing account with these proceeds. Currently, Housing Services funds $41,617 of this account. An additional
$41,616 is needed to meet FY09 needs plus $1799 for merit pool and $424 for benefit increases associated with merit. A total budget of $85,456 to be fully funded from the Housing Services account is needed. For more information, see the Action Plan Details section of this report.

**O 3: Assist off-campus students.**
Assist off-campus students with housing and transportation needs.

**Document:**
2008 University Housing Annual Report

**Strategic Plans:**
Texas A&M-Corpus Christi
1.10 Manage resources efficiently and effectively.
1.4 Provide a supportive and safe campus environment
1.9 Expand University impact and stature.

**Related Measures:**

**M 9: Volume of students assisted w/off-campus housing**
Volume of students assisted in finding off-campus housing via email, office visits or at new student orientation.

Source of Evidence: Activity volume

**Achievement Target:**
Assist up to 200 students with off-campus housing.

**Findings (2007-2008) - Achievement Target: Met**
Assisted 198 student with off-campus housing. This number was lower than anticipated by 2 due to close sufficiency of on-campus accommodations and links to apartment search engines were made available on the housing web page.

**Documents:**
2008 University Housing Annual Report
2007-08 Breakdown of types of off-campus housing referrals

**M 10: RTA Ridership Numbers**
Number of students riding the University WAVE shuttle and participating in the Students Ride Free Program (only using ridership from routes 5, 37 and 66).

Source of Evidence: Activity volume

**Achievement Target:**
Route 63 ridership >= 50 riders/day Students Ride Free ridership >= 150/day

**Findings (2007-2008) - Achievement Target: Partially Met**
Route 63 ridership = 36 riders/day. Islanders Ride Free = 275 (data a composite of Del Mar ridership. RTA is not able to offer an exclusive figure).

**Documents:**
2008 University Housing Annual Report
2007-2008 RTA Ridership data

**Related Action Plans:**
**Market University and RTA services**
Increase marketing of RTA services to University community. Invite to New Student Orientation, flyers in new resident bags, use campus
monitors, use campus announcements and more information earlier to apartment communities along the route. For more information, see the Action Plan Details section of this report.

**M 11: RTA Ridership (WAVE shuttle) Satisfaction**
Satisfaction of students riding the RTA WAVE Shuttle.

Source of Evidence: Client satisfaction survey (student, faculty)

**Achievement Target:**
Overall, RTA Ridership of The WAVE Shuttle >= 85% satisfied.

**Findings (2007-2008) - Achievement Target: Met**
WAVE shuttle satisfaction = 100% of the 58 riders responding.

**Document:**
[2008 RTA Satisfaction survey results]

**O 4: Engage on-campus students.**
Engage on-campus students in their campus and community.

**Document:**
[2008 University Housing Annual Report]

**Strategic Plans:**
Texas A&M-Corpus Christi
1.3 Promote lifelong learning and global citizenship.
1.4 Provide a supportive and safe campus environment
1.6 Commitment to student diversity and quality.

**Related Measures:**

**M 4: CAS Self-Study**
The department will complete a CAS (Council for Advancement of Standards) Self-Study during the academic year. The study team will consist of raters from outside the department and the division.

Source of Evidence: Professional standards

**Achievement Target:**
The Department will complete a CAS Self-Study.

**Findings (2007-2008) - Achievement Target: Met**
The CAS Self-Study has been completed. An Action Plan will be developed Fall 2008.

**Document:**
[Housing CAS self assessment guide]

**Related Action Plans:**

**Create CAS Action Plan**
Create an action plan to address concerns found in CAS (Council for the Advancement of Standards) Self-Study
For more information, see the Action Plan Details section of this report.

**Fund University Housing from Housing Services**
Fund University Housing Account 301110 from Housing Services
Revenue Account 320081. Funds in the Housing Services account are obtained from the Camden Miramar profit sharing proceeds. Request to fund the University Housing account with these proceeds. Currently, Housing Services funds $41,617 of this account. An additional $41,616 is needed to meet FY09 needs plus $1799 for merit pool and


6/8/2009
$424 for benefit increases associated with merit. A total budget of $85,456 to be fully funded from the Housing Services account is needed. For more information, see the Action Plan Details section of this report.

M 6: Residence Life Programming - Attendance
The total number of participants attending programs hosted by Residence Life staff. Participants attending more than one event will be counted for each event attended.
Source of Evidence: Activity volume

Achievement Target:
Number of attendees at residence life programs >= 3000.

Findings (2007-2008) - Achievement Target: Met
Number of attendees at residence life programs = 4065.

Document:
2007-2008 Miramar Program Log

M 12: Campus & Community Service Programming
Number of opportunities provided for residents to participate in campus and community service through on-campus housing programs.
Source of Evidence: Activity volume

Achievement Target:
Facilitate a minimum of 3 campus and/or community service opportunities for resident participation.

Findings (2007-2008) - Achievement Target: Met
Number of campus or community service opportunities facilitated = 3 (Fall and Spring Beach Clean-Ups and Halloween Trick or Treat), plus participation with an additional 3 (ESLI Thanksgiving Appreciation Dinner, Wishes and Dreams Toy Drive and Relay for Life).

Documents:
2008 University Housing Annual Report
2007-2008 Miramar Program Log

Details for Action Plans Established This Cycle

Capital improvements to enhance facilities
Camden Miramar will facilitate capital improvements to enhance facilities. A building rehab program will be created to allow summer building closures for improvements and updates.

Priority: High
Target Date: 05/2009
May 2009
Responsible Person/Group: Director of Housing in oversight of Camden Miramar

Create CAS Action Plan
Create an action plan to address concerns found in CAS(Council for the Advancement of Standards) Self-Study

Document:
Housing CAS self assesessment guide

Priority: High
Target Date: 01/2009  
January, 2009  
Responsible Person/Group: Director of University Housing

**Enhance customer service & crisis training**  
Enhance and increase customer service training and crisis management training of RA and full-time staff and management.

**Priority:** High  
**Target Date:** 05/2009  
May 2009  
**Responsible Person/Group:** Director of Housing in oversight of Camden Miramar  
**Additional Resources Needed:** training materials and supplies  
**Budget Amount Requested:** $500

**Fund University Housing from Housing Services**  
Fund University Housing Account 301110 from Housing Services Revenue Account 320081. Funds in the Housing Services account are obtained from the Camden Miramar profit sharing proceeds. Request to fund the University Housing account with these proceeds. Currently, Housing Services funds $41,617 of this account. An additional $41,616 is needed to meet FY09 needs plus $1799 for merit pool and $424 for benefit increases associated with merit. A total budget of $85,456 to be fully funded from the Housing Services account is needed.

**Priority:** High  
**Target Date:** 09/2009  
September 2009  
**Responsible Person/Group:** Director of University Housing and VP of Student Affairs  
**Additional Resources Needed:** No new resources but reallocation from account 320081 is needed. Partial funding currently in place. New funding would equal $43,839 for a total budget of $85,456  
**Budget Amount Requested:** $85456

**Market University and RTA services**  
Increase marketing of RTA services to University community. Invite to New Student Orientation, flyers in new resident bags, use campus monitors, use campus announcements and more information earlier to apartment communities along the route.

**Priority:** Medium  
**Responsible Person/Group:** Director of University Housing

**Review housing lease and community policies.**  
Review housing lease and policies and compare to other campuses in the state of Texas who utilize privatized housing. Make changes where deemed appropriate.

**Priority:** Medium  
**Target Date:** 02/2009  
February 2009  
**Responsible Person/Group:** Director of Housing in oversight of Camden Miramar

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**Analysis Answers**

What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?

The Department of University Housing is committed to student development programming. Our annual assessment shows an increase in program offerings with more emphasis placed on covering all aspects of wellness from previous years. Also, it shows that the customer service emphasis and training implemented Fall 2007 is beginning to be seen in assessments. While Noel Levitz reports of staff concern are below the national score, the local score improved. Work will continue in this area.

What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?

One of the primary goals of University Housing is to provide quality on-campus options for students. Our assessments have shown that the student body is not satisfied with the condition of the housing facilities. Actions in 2008-2009 will focus on improving those conditions through capital improvements. The assessments also show issues in the areas of regulation fairness and staff concern. Actions will be taken to investigate and address these issues.

Annual Reports

Executive Summary

The Department of University Housing at Texas A&M University - Corpus Christi strives to provide quality student housing through on-campus and off-campus programs. The department endeavors to facilitate the educational mission of the University by creating living environments that foster the growth and development of all students participating in the on-campus housing program.

University Housing offers on-campus housing through Camden Miramar. Camden Miramar is the exclusive on-campus housing provider for the University. Opened Fall 2006 at 96.7% occupancy. Average occupancy for the 2007-2008 academic year was 89%. The Office of University Housing also assisted 198 students in locating off-campus housing.

TAMU-CC University Housing and the Regional Transportation Authority (RTA) offered the WAVE Shuttle, servicing the University and several local apartment communities, and the Islanders Ride Free Program in 2008. The WAVE shuttle offers service after the regular operating hours of the RTA thereby allowing students with evening classes to utilize mass transit.

University Housing is committed to program quality, assessment and enhancement. In 2008, the department underwent a self-study using the Council for Advancement of Standards in Higher Education (CAS) standards. The study team utilized evaluators from outside the department to rate the program for effectiveness. The results will be used to develop an action plan for program enhancement in 2009.

Program highlights in 2008 include the development of new Resident Advisor...
Programming Requirements to focus more intentionally on student wellness and development. Resident Advisors hosted 101 programs covering all categories of the Wellness Wheel as well as cultural programming. The programs served over 4000 participants. Other highlights include the implementation of an unlimited laundry program with introductory “free” laundry, and record summer occupancy of 43%. Also, two apartment buildings were refurbished during summer 2008.

Challenges faced by University Housing include increased competition for Camden Miramar, concern regarding price of renting at Camden Miramar, lower occupancy levels resulting in decreased profit share, lack of data interface between Camden and the University and low funding for University Housing projects in a time of higher costs.

New initiatives include greater integration of learning outcomes in the on-campus housing experience, increased capital funding to enhance facilities and the development of an action plan based on CAS standards.

Documents:
- 2008 University Housing Annual Report
- Housing CAS self assessment guide

Public/Community Service

The University Housing staff serves the public in a variety of ways through professional involvement. Professional involvement for each professional University Housing staff member is listed below:

Amanda Chesser Drum, Ph.D., Director of University Housing
- Campus Committees and Councils:
  - Housing Management Committee, chair
  - Student Affairs Council
  - First Year Experience Council
  - Environmental Health and Safety Committee
  - CAS Self-Study Task Force, chair
  - I-ADAPT, co-chair
  - Waves of Welcome
- Professional Service
  - Texas Association of College and University Student Personnel Administrators (TACUSPA), Treasurer.
  - TACUSPA Fall Conference Committee
  - TACUSPA Awards and Recognition Committee
  - TACUSPA – voted President-Elect.
  - Texas Alcoholic Beverages Commission Regional Symposium Host
- Community Service
  - Parkway Church of Christ Bible Class, Middle School Instructor
  - Beach Clean-up

Terry Bridges, Director of Camden Miramar
- Corpus Christi Apartment Association (CCAA), Vice President
- CCAA, Program Committee Chair
National Association of Leasing Professionals Course, CCAA, Instructor

Jill Underbrink, Assistant Director of Housing Operations for Camden Miramar
Corpus Christi Apartment Association (CCAA), Education Committee

Richard Whatcott, Assistant Director of Residence Life for Camden Miramar
South Texas Leadership Conference, Presenter
Relay for Life, Committee Chair

University Housing also serves the community by facilitating programs that are open to the community and directly benefit Corpus Christi. These are:

- Halloween Trick or Treat Carnival for campus and community
- Thanksgiving Appreciation Dinner co-sponsorship for ESLI students
- Islander Lights: Wishes and Dreams Toy Drive and Toys for Tots Drive
- Relay For Life: Relay Team sponsorship and donation of facilities and operational items
- Beach Clean-up (fall and spring)

Anticipated Challenges

Corpus Christi is currently overbuilt in apartments. This leads to increased competition for Camden Miramar. The good news is Camden did not increase rates for 2008-2009. Students continue to cite high prices as their top concern with Camden Miramar.

Lower occupancy levels for 2007-2008 will result in a decrease in anticipated profit share.

Lack of an efficient data interface system has made this year difficult. Good, long term solutions are slow in coming. There is an increased need for technology minded personnel to assist with data exchanges, web-pages etc.

Low funding for University Housing continues to result in a decreased number of learning opportunities in housing, particularly as costs increase for both personnel and supplies.

Closing the Loop / Planned Actions
The following actions will be taken to address concerns identified in 2007-2008:

- Capital improvements will be budgeted and completed by Camden Miramar to enhance the on-campus housing facilities.

- The lease and community policies will be reviewed and compared to those of other campuses to assure fairness of rules and regulations.

- Customer services and crisis training will be increased and enhanced to better prepare the staff to handle difficult and threatening situations in a safe but compassionate manner.

- Pursue use of the Housing Services account as a funding source for University Housing.

An action plan will be developed and implemented to address concerns identified in the CAS self-study.

**Two actions from 2007-2008 will be carried over to the following year for completion. They are:**

- Continued implementation of the Miramar Action Plan to address concerns raised in the 2007 Residence Life Survey.

- Completion of the Banner interface with the Camden database.

**Summary of Requested Resources**

Additional funding is needed to accomplish student development goals of the department. Maintenance and Operations funding has steadily decreased over the past eight years while costs to provide services has increased resulting in fewer opportunities to meet student development objectives. Specifically, funding is needed for the following:

1. $500 for additional customer service and crisis management training at Camden Miramar.

2. $40,688 reallocation from Housing Services to fully fund University Housing from that revenue source (full funding will total $83,233).

**Administrative Unit Accomplishments**

University Housing continually strives to improve facilities, services and programs. Some highlights of changes made in 2007-2008 include:

- Revamped RA Programming Requirements to focus more intentionally on Wellness Wheel topics.

- Renovated laundry facilities with front loading washing machines and high efficiency dryers. The number of machines was reconfigured to better serve residents.

- Implemented an unlimited laundry program with introductory “free” laundry.

- Developed and implemented the MAP: Miramar Action Plan
· Complete rehab of buildings 7 and 8 during Summer 2008 included paint, carpet, tile and new furniture.

· Record Summer occupancy of 43% Summer 2008.

**University Housing serves the university community in four major areas. These include on-campus housing services, off-campus referrals, RTA transportation services and wellness programming.**

**On-Campus Housing Program** – University Housing offers on-campus housing through Camden Miramar. Opened fall 2006 at 96.7% occupancy. Average occupancy for the 2007-2008 academic year was 89%. Unprecedented occupancy of 43% for summer 2008.

<table>
<thead>
<tr>
<th></th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Occupancy</td>
<td>1313</td>
<td>1287</td>
<td>1193%</td>
</tr>
<tr>
<td>Occupancy Percentage</td>
<td>98%</td>
<td>96%</td>
<td>89%</td>
</tr>
<tr>
<td>Male</td>
<td>36.0%</td>
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<tr>
<td>Female</td>
<td>64.0%</td>
<td>64.4%</td>
<td>64.8%</td>
</tr>
<tr>
<td>Freshman</td>
<td>65.4%</td>
<td>50.2%</td>
<td>51.1%</td>
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<tr>
<td>Sophomore</td>
<td>19.9%</td>
<td>26.1%</td>
<td>25.9%</td>
</tr>
<tr>
<td>Junior</td>
<td>8.6%</td>
<td>12.4%</td>
<td>12.0%</td>
</tr>
<tr>
<td>Senior</td>
<td>5.4%</td>
<td>10.4%</td>
<td>9.9%</td>
</tr>
<tr>
<td>Graduate</td>
<td>0.7%</td>
<td>0.9%</td>
<td>1.1%</td>
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<tr>
<td>Asian/Pacific Islander</td>
<td>1.7%</td>
<td>2.1%</td>
<td>2.7%</td>
</tr>
<tr>
<td>Black</td>
<td>6.4%</td>
<td>9.0%</td>
<td>8.9%</td>
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<tr>
<td>Hispanic</td>
<td>33.4%</td>
<td>32.1%</td>
<td>32.8%</td>
</tr>
<tr>
<td>International</td>
<td>0.7%</td>
<td>2.2%</td>
<td>3.1%</td>
</tr>
<tr>
<td>Native American</td>
<td>0.9%</td>
<td>0.3%</td>
<td>.3%</td>
</tr>
<tr>
<td>White</td>
<td>56.9%</td>
<td>54.3%</td>
<td>52.2%</td>
</tr>
</tbody>
</table>

**Off-Campus Housing Program** – Assisted 198 students in locating off-campus
housing.

**RTA Shuttle and Transportation Programs** – TAMU-CC and the Regional Transportation Authority (RTA) offered two programs for students seeking transportation services. They are as follows:

![Average Riders Per Day Table](image)

<table>
<thead>
<tr>
<th>Category</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Wave (63)</td>
<td>82</td>
<td>32</td>
<td>36</td>
</tr>
<tr>
<td>Islanders Ride Free</td>
<td>149</td>
<td>252</td>
<td>275</td>
</tr>
</tbody>
</table>

*Note: RTA is no longer able to provide TAMUCC specific data for the Islanders Ride Free program. Data for 2007 and 2008 is a composite of TAMUCC and Del Mar ridership.*

**Wellness Programming** – Resident Advisors hosted 101 programs covering all categories of the Wellness Wheel as well as cultural programming. The programs served over 4000 participants total. A summary breakdown of programs by category may be seen below:

![Wellness Programs Table](image)

<table>
<thead>
<tr>
<th>Category</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Wellness</td>
<td>44</td>
<td>65</td>
<td>97</td>
</tr>
<tr>
<td>Emotional Wellness</td>
<td>7</td>
<td>12</td>
<td>17</td>
</tr>
<tr>
<td>Physical Wellness</td>
<td>9</td>
<td>14</td>
<td>29</td>
</tr>
<tr>
<td>Intellectual Wellness</td>
<td>28</td>
<td>32</td>
<td>39</td>
</tr>
<tr>
<td>Spiritual Wellness</td>
<td>2</td>
<td>4</td>
<td>9</td>
</tr>
<tr>
<td>Occupational Wellness</td>
<td>0</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Cultural Programs</td>
<td>unknown</td>
<td>12</td>
<td>22</td>
</tr>
<tr>
<td>Total Programs</td>
<td>72</td>
<td>80</td>
<td>101</td>
</tr>
</tbody>
</table>
Mission/Purpose

The Women’s Center for Education and Service supports the mission of Texas A&M University-Corpus Christi by promoting a supportive, equitable and safe environment that advances and affirms the inherent dignity and worth of women through education, advocacy, and service endeavors. This mission is accomplished by: • Empowering students to create a campus culture that values women, their many identities, and various experiences. • Providing information, referrals, speakers, performers, events, and activities about issues that disproportionately affect women, such as sexual harassment, relationship violence, rape, and eating disorders. • Creating opportunities for women’s perspectives to be voiced on campus and in the Coastal Bend community. • Educating the campus community on sexual violence and connecting survivors of sexual violence with necessary resources. • Educating students on the ways in which gender is understood and how it shapes social structures and individual experiences. • Assessing the climate for women on campus and advocating for the diverse needs of women.

Outcomes/Objectives, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

O 1: Campus culture that values women
Empowering students to create a campus culture that values women, their many identities, and various experiences.

Associations:
WSPS staff must address the needs of undergraduate and graduate women students by incorporating the dimensions of ethnicity, race, religion, ability, sexual orientation, age, socioeconomic status, and other aspects of identity through programs and services. WSPS must promote unrestricted access for full involvement of women in all aspects of the collegiate experience. WSPS must provide programs and services that address institutional environment, social justice, campus support services, networking opportunities, and other educational issues of significance to women. WSPS must advance social justice through opportunities for involvement in global, national, state/provincial, and local action initiatives related to improving women’s lives.

Strategic Plans:
Texas A&M-Corpus Christi
1.4 Provide a supportive and safe campus environment
1.6 Commitment to student diversity and quality.

Related Measures:

M 10: Vagina Monologues Outcome - Audience
Vagina Monologues Outcome - Audience
Source of Evidence: Faculty pre-test / post-test of knowledge mastery
Achievement Target:
60% of audience attending the event are familiar with the goals of the V-Day Movement.

Findings (2007-2008) - Achievement Target: Met
98% of attendees were familiar with the goals and meaning of the V-Day Movement after reviewing the post-test results.

Document:
Vagina Monologues Post Survey Form (Path Not Found)

M 11: Vagina Monologues Participation
Comparison of attendance from 2007 to 2008
Source of Evidence: Activity volume

Achievement Target:
Attendance at 2008 event greater than or equal to previous year’s attendance.

Findings (2007-2008) - Achievement Target: Not Met

Related Action Plans:
Re-evaluate traditional program offerings
Re-assess the relevance of traditional programs. Re-invent the programs to make them more relevant to today’s students. Explore ways to integrate programs with academic courses. For more information, see the Action Plan Details section of this report.

M 12: Paint the Island Pink Outcome
Paint the Island Pink Outcome
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

Achievement Target:
70% of students attending the event are familiar with how, why, and when to perform a breast self-exam and report this on a series of pre and post survey.

Findings (2007-2008) - Achievement Target: Met
60% understood how, 73% understood why, 73% understood when

Document:
PTIP Outcome Data

M 13: Paint the Island Pink Participation
Attendance at annual Paint the Island Pink event
Source of Evidence: Activity volume

Achievement Target:
Attendance at 2007 event greater than or equal to previous year’s attendance

Findings (2007-2008) - Achievement Target: Not Met
Paint the Island Pink participation for 2006 was 115 people, and in 2007 we had 82 people attend the event. We had 33 less people attend the event this year.

Related Action Plans:
Re-evaluate traditional program offerings
Re-assess the relevance of traditional programs. Re-invent the programs to make them more relevant to today’s students. Explore ways to integrate programs with academic courses. For more information, see the Action Plan Details section of this report.
M 14: **Student organization support of events**  
Student organization support of events  
Source of Evidence: Activity volume  

**Achievement Target:**  
Participation in auxiliary activities greater than or equal to previous years participation  

**Findings (2007-2008) - Achievement Target: Partially Met**  

**Document:**  
[Vaginal Monologues Banner Contest Tally Sheet](#)  

**Related Action Plans:**  
Re-evaluate traditional program offerings  
Re-assess the relevance of traditional programs. Re-invent the programs to make them more relevant to today’s students. Explore ways to integrate programs with academic courses.  
For more information, see the Action Plan Details section of this report.  

M 15: **Vagina Monologues Outcome - Student Staff**  
Vagina Monologues Outcome - Pre and Post Surveys of student staff  
Source of Evidence: Faculty pre-test / post-test of knowledge mastery  

**Achievement Target:**  
80% of Center student staff understand the importance of the V-Day movement  
V-Day is an organized response against violence toward women. V-Day is a vision: We see a world where women live safely and freely. V-Day is a demand: Rape, incest, battery, genital mutilation and sexual slavery must end now. V-Day is a spirit: We believe women should spend their lives creating and thriving rather than surviving or recovering from terrible atrocities. V-Day is a catalyst: By raising money and consciousness, it will unify and strengthen existing anti-violence efforts. Triggering far-reaching awareness, it will lay the groundwork for new educational, protective, and legislative endeavors throughout the world. V-Day is a process: We will work as long as it takes. We will not stop until the violence stops. V-Day is a day. We proclaim Valentine’s Day as V-Day, to celebrate women and end the violence.  

**Findings (2007-2008) - Achievement Target: Met**  
100% of student staff reported understanding of V-Day movement and application of personal goals related to the V-Day campaign  

M 16: **Vagina Monologues Outcome - Cast & Crew**  
Vagina Monologues Outcome - Pre and post surveys of cast and crew  
Source of Evidence: Faculty pre-test / post-test of knowledge mastery  

**Achievement Target:**  
80% of student cast and crew understand the importance of the V-Day movement  

**Findings (2007-2008) - Achievement Target: Met**  
100% of case and crew reported understanding of V-Day movement  

O 2: **Opportunities for women’s perspectives**
Creating opportunities for women’s perspectives to be voiced on campus and in the Coastal Bend community.

**Associations:**

WSPS must facilitate networking opportunities that: • create support systems and communication networks for women students Women Student Programs and Services (WSPS) must establish, maintain, and promote effective relations with relevant individuals, campus offices, and external agencies. • identify role models by recognizing and celebrating the accomplishments of women on and off campus • encourage liaisons between global, national, state, provincial, and local women’s organizations and campus-based women student programs and services

**Strategic Plans:**

Texas A&M-Corpus Christi
1.4 Provide a supportive and safe campus environment 1.6 Commitment to student diversity and quality. 1.8 Build & sustain mutually supportive relationships.

**Related Measures:**

**M 1: Co-Sponsored program offerings**
Total of Co-Sponsored program offerings
Source of Evidence: Activity volume

**Achievement Target:**
Total number of programs co-sponsored with community and campus agencies greater than or equal to previous year.

**Findings (2007-2008) - Achievement Target: Met**
Total # of co-sponsored programs for 06-07 = 3 Total # of co-sponsored programs for 07-08 = 6 We co-sponsored 3 more programs in the 07-08 year than we did in the previous year.

**Document:**
Co-Sponsored Event Flyers

**M 2: Mission-focused campus and community work**
Women’s Center staff will serve on mission-focused community projects or campus committees at a rate greater than or equal to previous years.

Source of Evidence: Activity volume

**Achievement Target:**
Women’s Center staff will serve on mission-focused community projects or campus committees at a rate greater than or equal to previous years.

**Findings (2007-2008) - Achievement Target: Met**
In 07-08 Director served on 10 community committees, and 7 campus committees. In 06-07 Director served on 8 community committees and 6 campus committees

**Document:**
Campus Involvement Description

**O 3: Educate the campus community on sexual violence**
Educating the campus community on sexual violence and connecting survivors of sexual violence with necessary resources.

**Associations:**

Women Student Programs and Services (WSPS) must establish, maintain, and promote effective relations with relevant individuals, campus offices, and external
agencies. WSPS must address the provision of campus support services including:
• advocacy, resources, and referrals related to sexual assault, sexual harassment,
cyber-harassment, stalking, and relationship violence WSPS must advance social
justice through opportunities for involvement in global, national, state, provincial,
and local action initiatives related to improving women’s lives.

Strategic Plans:
Texas A&M-Corpus Christi
1.4 Provide a supportive and safe campus environment
1.8 Build & sustain mutually supportive relationships.

Related Measures:
M 7: Community Connections
Connections with community organizations
Source of Evidence: Activity volume

Achievement Target:
Women’s Center staff will maintain contact with at least one new local,
regional, or national organization serving victims of sexual violence.

Findings (2007-2008) - Achievement Target: Met
Women’s Center worked with 1 national and 1 local organization in 2007. In
2008, Women’s Center worked with 2 national, 1 state, and 2 local
organizations.

Document:
Director Community Involvement

M 9: Vagina Monologues Outcome
Vagina Monologues Outcome
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

Achievement Target:
75% of students attending the performance will understand the frequency of
sexual violence.

Findings (2007-2008) - Achievement Target: Met
75% of attendees report understanding the frequency of sexual violence via a post-test instrument

O 4: Educate students about gender and society
Educating students on the ways in which gender is understood and how it shapes
social structures and individual experiences.

Associations:
WSPS must provide educational programs that promote awareness of the way in
which gender is constructed and shapes social structures and individual
experiences. WSPS must offer experiential opportunities that explore oppression,
privilege, and racism to increase students’ understanding of the intersections of
sexism with racism, classism, homophobia, and other forms of oppression.

Strategic Plans:
Texas A&M-Corpus Christi
1.3 Promote lifelong learning and global citizenship.
1.4 Provide a supportive and safe campus environment
1.6 Commitment to student diversity and quality.

Related Measures:
M 5: IWIL Participation

IWIL Participation

Source of Evidence: Activity volume

Achievement Target:
Retention of 9 pairs of mentors and mentees throughout the program (75%)

Findings (2007-2008) - Achievement Target: Not Met
16% - 2 pairs of mentors/mentees were retained and gave presentations at the end of the year. 4 mentors were retained throughout the program and reported working infrequently with their mentee.

Related Action Plans:

Re-evaluate IWIL Program
Review IWIL program in comparison to other university leadership programs. Re-evaluate how mentors and mentees are selected. Plan more targeting marketing of the program to reach the desired audience.
For more information, see the Action Plan Details section of this report.

Re-evaluate traditional program offerings
Re-assess the relevance of traditional programs. Re-invent the programs to make them more relevant to today’s students. Explore ways to integrate programs with academic courses.
For more information, see the Action Plan Details section of this report.

M 6: Internship Outcome

End of year internship assessment instrument

Source of Evidence: Document Analysis

Achievement Target:
75% of interns completing the end of year summary sheet will report a better understanding of what it means to be a woman in 2008, or how society shapes being a woman

Findings (2007-2008) - Achievement Target: Met
100% of interns completed their end of year summary sheets with 100% listing "pride in being a woman" "graining a greater understanding of women’s issues" or "learning about the many challenges and solutions women have" in their open ended statements with the prompt "What have you learned from your internship at the Women’s Center this year?"

M 8: IWIL Outcome

IWIL Outcome Instrument

Source of Evidence: Document Analysis

Achievement Target:
Mentees’ end of year reports showcase a development of positive leadership skills.

Findings (2007-2008) - Achievement Target: Met
Mentee reports tabulated with a rubric listed improvements in the areas of stress management, self-acceptance, networking, and communicating

Documents:
IWIL Mentee Presentation Evaluation Form
IWIL Program Survey form

Related Action Plans:
Re-evaluate IWIL Program
Review IWIL program in comparison to other university leadership programs. Re-evaluate how mentors and mentees are selected. Plan more targeting marketing of the program to reach the desired audience.

For more information, see the Action Plan Details section of this report.

O 5: Educate the campus community.
Providing information, referrals, speakers, performers, events, and activities about issues that disproportionately affect women, such as sexual harassment, relationship violence, rape, and eating disorders.

Associations:
The formal education of students consists of the curriculum and the co-curriculum, and must promote student learning and development that is purposeful and holistic. Women Student Programs and Services (WSPS) must identify relevant and desirable student learning and development outcomes and provide programs and services that encourage the achievement of those outcomes. Relevant and desirable outcomes include: intellectual growth, effective communication, realistic self-appraisal, enhanced self-esteem, clarified values, career choices, leadership development, healthy behaviors, meaningful interpersonal relationships, independence, collaboration, social responsibility, satisfying and productive lifestyles, appreciation of diversity, spiritual awareness, and achievement of personal and educational goals. WSPS must be (a) intentional, (b) coherent, (c) based on theories and knowledge of learning and human development, (d) reflective of developmental and demographic profiles of the student population, and (e) responsive to needs of individuals, unique populations, and communities. WSPS staff must address the needs of undergraduate and graduate women students by incorporating the dimensions of ethnicity, race, religion, ability, sexual orientation, age, socioeconomic status, and other aspects of identity through programs and services. WPS must promote unrestricted access for full involvement of women in all aspects of the collegiate experience. WPS must provide programs and services that address institutional environment, social justice, campus support services, networking opportunities, and other educational issues of significance to women. WPS must address the provision of campus support services including: • advocacy, resources, and referrals related to sexual assault, sexual harassment, cyber-harassment, stalking, and relationship violence • academic support that addresses concerns such as flexible scheduling, the environment for women students in traditionally male-dominated disciplines, and gender equity in the classroom • resources and referrals for prevention, counseling, medical services, healthcare, disordered eating, physical and mental health, and equitable access to wellness, fitness, and health services • resources and referrals for underrepresented or underserved communities • the need for adequate, accessible, affordable, and flexible child and family care WPS must facilitate networking opportunities that: • create support systems and communication networks for women students • identify role models by recognizing and celebrating the accomplishments of women on and off campus • encourage liaisons between global, national, state, provincial, and local women`s organizations and campus-based women student programs and services WPS must provide educational programs that promote awareness of the way in which gender is constructed and shapes social structures and individual experiences. WPS must offer experiential opportunities that explore oppression, privilege, and racism to increase students’ understanding of the intersections of sexism with racism, classism, homophobia, and other forms of oppression.

Strategic Plans:
Texas A&M-Corpus Christi
1.3 Promote lifelong learning and global citizenship.
1.4 Provide a supportive and safe campus environment
Related Measures:

**M 3: Participation, referral and information requests**
Total of participants at annual events, total of requests for referrals and information via the phone, and walk-ins requesting information and assistance.

Source of Evidence: Activity volume

**Achievement Target:**
The number of students served in the office via phone and in person greater than or equal to previous year

**Findings (2007-2008) - Achievement Target: Met**
Office Visits: 42 in 06-07 / 63 in 07-08 (increase of 21) Referral phone calls: 57 in 06-07, 59 in 07-08 (increase of 2). Total number of attendees at programs: 06-07 -1,953, 07-08 - 2,263 (increase of 310)

**M 4: Program offerings and Information outlets**
Number of program offerings and Information outlets

Source of Evidence: Activity volume

**Achievement Target:**
Total number of programs and information outlets offered greater than or equal to previous years` offerings.

**Findings (2007-2008) - Achievement Target: Partially Met**
Total Programs in 06-07: 20, Total Programs in 07-08: 15. Information Tables in 06-07: 2, in 07-08: 6 We had 5 fewer programs in 07-08 but we had 4 more information tables than we had in the 06-07 year.

**Documents:**
- Information Tables and Other Programs Offered
- Women's Center Programs

**Related Action Plans:**

**Re-evaluate traditional program offerings**
Re-assess the relevance of traditional programs. Re-invent the programs to make them more relevant to today`s students. Explore ways to integrate programs with academic courses.
For more information, see the Action Plan Details section of this report.

**Details for Action Plans Established This Cycle**

**Re-evaluate IWIL Program**
Review IWIL program in comparison to other university leadership programs. Re-evaluate how mentors and mentees are selected. Plan more targeting marketing of the program to reach the desired audience.

**Priority:** High

**Target Date:** 08/2009
Fall 2009

**Responsible Person/Group:** Women`s Center

**Additional Resources Needed:** Qualified and competent intern to manage program

**Re-evaluate traditional program offerings**
Re-assess the relevance of traditional programs. Re-invent the programs to make them more relevant to today`s students. Explore ways to integrate programs with academic courses.
Priority: High
Target Date: 08/2008
Fall 2008
Responsible Person/Group: Women`s Center

Analysis Answers

What specifically did your assessments show regarding proven strengths or progress you made on outcomes/objectives?
We continue to do very well in expanding our program offerings within our mission, connecting with community, state, and national organizations that are able to help us reach our mission, and at providing quality programs that reach their expected learning outcomes.

What specifically did your assessments show regarding any outcomes/objectives that will require continued attention?
Specific traditional events need to be re-evaluated to keep them current and important to students. Paint the Island Pink and The Vagina Monologues both saw reductions in attendance this year. The way these events are marketed, promoted and scheduled needs to be re-evaluated. The IWIL (Islander Women in Leadership)program needs to be seriously re-evaluated and reconfigured to meet expected outcomes for 2009.

Annual Reports

Executive Summary
The Women`s Center for Education and Service supports the mission of Texas A&M University-Corpus Christi by promoting a supportive, equitable and safe environment that advances and affirms the inherent dignity and worth of women through education, advocacy, and service endeavors. The Women`s Center received funding for four credit-earning internships from the Estill Foundation and over the course of the academic year six different students took advantage of these opportunities. The Women`s Center offered a total of 21 educational events with 2,263 students in attendance at these events. The Center sponsored the nationally recognized 1:4 RV Tour to focus on the issue of sexual assault. Three events offered during Women`s History Month were planned and presented by students in Dr. Ivy`s Gender Communication Course as part of a service learning project. The Center presented The Vagina Monologues, and event that raised over $4,000 which will fund Women`s Center programs for the upcoming academic year. The Center took 13 students to the V to the 10th celebration and conference where students learned new strategies for promoting next year`s production, the global-impact of the V-Day movement, the importance of the 2008 spotlight campaign, and networked with V-Day College Campaign members from around the United States. The Women`s Center continued its involvement in community organizations with similar missions, including the Coastal Bend Coordinated Community Response Coalition (CBCCRC) and the YWCA Corpus Christi. Students continue to utilize the Women`s Center as a resource for information related to childcare, domestic violence, sexual assault, and many other topics.

Public/Community Service
Rhonda Wilson Williamson has served on the YWCA`s Board of Directors since 2002. She was elected Board President in 2007 and will serve a second term thru June 2009. Williamson attends Board meetings once a month and various committee meetings throughout the year. She has served as a member of the YWCA Southwest Delta Region Executive Committee since 2005 and this year will serve as the region`s president-elect. Williamson attends quarterly meetings and trainings on topics related to eliminating racism and empowering women, and attends monthly conference calls.

Williamson chaired the Young Women`s Summit for the region - an activity the national office began emulating in April. The Women`s Center continues to work with the Women`s Shelter on various community projects. Williamson planned the focus day for violence against women during YWCA Week Without Violence in conjunction with Melissa Marks, Rape Crisis Manager from the Shelter. The Shelter supported the Center during Sexual Assault Awareness Week by providing educators and resource materials. The Coastal Bend Coordinated Community Response Coalition, an organization, which meets monthly and began in 2006, serves as an information and resource sharing group for all Coastal Bend organizations working on the problems of domestic violence and sexual assault. The group formed a Board of Directors to set the agenda for the meeting and oversee the operations. Williamson was elected to this board in 2007, and serves on the CCRC Education Committee. The Women`s Center partnered with the CBCCRC to develop and present a curriculum on creating healthy and equal relationships for 8th graders in the Coastal Bend.

**Anticipated Challenges**
The Women`s Center is housed in the University Center, rooms 303 and 303 A. With the addition of five student interns from the Estill Foundation grant, the space has become increasingly crowded. We have maximized the available storage inside the office for program materials and there is no room for expansion. At this time, the Center`s space has capped our ability to expand our student or professional staff, and our ability to provide a quiet, confidential space for student consultations. The Women`s Center uses interns in the place of a permanent program coordinator. While providing a great experience for the students, the lack of more full-time professional staff leads to instability within the program. The Center has operated under the same budget for 10 years. The first five years of operation, the department operated part time. Without external funding, existing programs and internships would cease.

**Closing the Loop / Planned Actions**
The Women's Center is currently working on four action items to enhance the program. Planned actions include:

1. Re-evaluate the IWIL (Islander Women in Leadership) Program. Study other university programs to determine best practices for a program at TMAUCC.
2. Re-evaluate traditional program offerings to make them more appealing and relevant to today's student.

Actions in progress include:

1. Develop a tracking system for IWIL mentees who do not complete the program.
2. Better target program offerings and improve marketing to reach student body.

**Summary of Requested Resources**
The Women's Center is making three request, which are:

1.) Additional Office Space: The office space for the Women's Center does not adequately accommodate the Center's staff and the growing needs of the Women's Center. The office space currently accommodates the Director, an administrative assistant, and four student workers/interns. The lack of sufficient space also makes it difficult to provide a quiet and confidential space for student consultations.

2.) Program Coordinator: There is only one professional staff, the Director, that manages the daily operation of the Center. Though many of the programs and activities are lead by student interns, having a Program Coordinator will offer more stability and leadership within the Center while allowing the Director the opportunity to expand grow in the programs it offers and explore new ideas for research.
3.) Additional Funding: The Center has operated under the same budget for 10 years. For the past two years, the Center has received a donation of approximately $18,000 from the Estill Foundation, which provided funding to hire four interns. With the extra staff support the Center was able to provide additional programs to assist in meeting the goals and objectives of the department. Without this funding source, the Center will experience a serious short fall in its programming and staff needs.

**Administrative Unit Accomplishments**

The Women’s Center received funding for four internships from the Estill Foundation and over the course of the academic year six different students took advantage of these opportunities as educational programming interns, technical writing interns, and special event planning interns. Student attendance at Women’s Center events increased 86% over last year. The Vagina Monologues raised over $4,000 to fund Women’s Center programs. The Center was invited to the V to the 10th Celebration in New Orleans, Louisiana. Due to the uniqueness of the Center’s materials displayed at the V to the 10th event, the Center was one of eight universities nationwide invited to submit materials to the V-Board of Directors for inclusion in their annual report.

The Women’s Center offered a total of 21 educational events with 2,263 students attending. The Islander Women in Leadership program focused on mentoring young women and providing programming focused on fostering leadership abilities in women. The Center sponsored the nationally recognized 1:4 RV Tour to focus on the issue of sexual assault and what men can do to help a victim of sexual assault. Three events offered during Women’s History Month were planned and presented by students in Dr. Ivy’s Gender Communication Course as part of a service learning project. Presented the Vagina Monologues for the fourth year. The production is student directed and features a student cast and crew. The cast and crew attended the V to the 10th celebration and conference in New Orleans. Students continue to utilize the Women’s Center as a resource for information related to childcare, domestic violence, sexual assault, and many other topics. The Center saw a total of 58 students in the office, up 16 from last year, and handled 44 phone calls requesting information or referrals.

**Teaching Results / Accomplishments**

Rhonda Williamson made presentations about the work done at the Women’s Center to the Gender Communication class. Williamson planned and presented a lesson to two sections of First Year Seminar in the Spring of 2008 on spring break safety.

**Research/Scholar Activity Accomplishment**