

2002-03 Primary Goals			
Primary Objective	Purpose	Measures of Performance	Results/Outcome
Annually Review Mission Statement (Goal 1)	To maintain consistency with the mission of the university, strategic plan for the university, as well as council for the Advancement of Standards in Higher Education (CAS).	Current mission statement was implemented.	Current mission statement in effect.
Annually Review Goal (Goal 1,2,4)	To pursue and develop better methods to serve the needs of the University community and adhere to student discipline and grievance procedures and relevant government regulations. Assist in effecting institutional change by reviewing and updating these policies and procedures and educating the university community.	Evaluation of prior year goals.	Colleges and Departments are continually seeking more assistance from Student Judicial Affairs in writing their department policies, procedures, and correspondence to students relating to matters such as dismissal from programs. They are also seeking more advice from Student Judicial Affairs regarding difficult situations with students such as disruptive students or academic dishonesty cases.
Number of Cases Handled and Resolved (Goal 1,3)	To review entire caseload for Student Judicial Affairs, address trends of student behavior and recidivism, and effectively resolve student complaints.	Students meet with Coordinator of University Student Discipline to settle reported cases of Title 5 violations and Judicial Affairs Director or Adviser for mediation of student grievance cases.	Grievances 174, Discipline 777, Incidents (non-mediated student grievance and non-sanctioned discipline) 51; Total Cases 1,002.
Recidivism Rates (Goal 1)	Track number of students who are repeat offenders after initial contact with Student Judicial Affairs to analyze student behavior and effectiveness of initial sanction.	Maintain and continually develop Student Judicial Affairs database to track student cases.	Recidivism rates were tracked for alcohol and drug violations in the residence halls. The recidivism rate was higher for drug offenders even though those students were initially placed on a higher sanction. Only one case that was adjudicated through Student Judicial Affairs had a prior referral.
Number of Student Discipline and Grievance Hearings (Goal 1,3)	Provides resolution for student discipline and grievance cases that are not resolved through informal means.	Almost all (over 99 percent) of student discipline and grievance cases are resolved informally through mediation.	In 2002-03, one student grievance hearing was held and no student discipline hearings. Four students requested grievance hearings but one was resolved informally, one student withdrew from the University and did not pursue the matter, and one request was denied because student's request was past the timeline. There was also one Settlement Agreement rather than pursuing a discipline hearing that was a difficult case.

2002-03 Primary Goals (Continued)			
Primary Objective	Purpose	Measure of Performance	Results/Outcome
Number of Training Workshops and Consultations to University community (Goal 3,4)	Orientation and continual education of students, faculty, and staff regarding policies and procedures relating to Student Judicial Affairs.	Student Judicial Affairs participation at Getting Connected, New Faculty and International Students Orientation, and Department Chairs and Deans meetings.	For students, knowledge of how to file a grievance and information regarding violations that could result in discipline sanctions. For faculty, knowledge of how to resolve complaints and how to refer students for violations including academic dishonesty and disruptive behavior.
Publications (Goal 2,3)	Ensure university community is aware of services provided by Student Judicial Affairs and students are aware of consequences of Title 5 violations.	Continually update Student Judicial Affairs website, revise the <i>Code of Student Rights and Responsibilities</i> and complete the revisions to the <i>Student Grievance Procedures</i> , and Judicial Affairs publications including any updates to the Academic Integrity brochure.	Many students are now using the Judicial Affairs Website to review policies and sometimes make initial contact by way of e-mail with Student Judicial Affairs regarding complaints and concerns. Some parents have also used the SJA Website to gather information and make contact with Student Judicial Affairs.
Review Performance and facilitation of staff attending training and conferences (Goal 3,4)	Continued education and training of Student Judicial Affairs staff.	Representatives from Student Judicial Affairs the system-wide Student Judicial Affairs conference, and the California Caucus of College and University Ombuds conference.	Improved knowledge and skills needed to effectively administer Student Judicial Affairs cases and provide communication network with other Student Judicial Affairs officers who handle student grievance and discipline situations at their institutions.

2003-04 PROGRAM OBJECTIVES

1. Initiate “Academic Honesty” campaign to promote awareness and interest amongst student regarding the issue of academic honesty.
2. Complete revisions to *Student Grievance Procedures* and submit proposed changes Academic Senate.
3. Establish committee to revise *Code of Student Rights and Responsibilities*.
4. Develop handbook for Student Judicial Affairs including information on how to file a grievance and information on student discipline including sanctions, special conditions, and holds.
5. Continue to develop and revise the database for both student grievance and student discipline cases including implementing a method of tracking information on whether students have learned values from Student Judicial Affairs including:
 - a. What their responsibilities are as a student and hopefully as contributing members of society and that there are consequences for actions that violate rules, regulations, and policies.
 - b. What rights students have as a member of the campus community and how to best address problems or complaints that they have if they feel their rights have been violated.
 - c. Students become aware of the fact that their behavior affects many people.
 - d. That there are specific policies in place for dealing with student grievance and discipline cases and student’s learn how to work within the policies and system to resolve difficult situations.
 - e. Student’s can learn to view things or situations from a broader perspective and have an understanding that there is usually more than one side to a story or that they can view situations from different angles.