

Division of Student Affairs



*“Charting the Course for
Student Success”*

Vice President for Student Affairs

Drew Calandrella

A Message from the Vice President for Student Affairs

I. Trends and Challenges

As the Division of Student Affairs enters another exciting year several trends and challenges have been identified, which will play a major role in shaping our work and the overall experience of our students. The rising cost of higher education and shifts in the demographics of our state will certainly have an impact on how we deliver services to our students. Additionally, as a place of people and ideas, public purpose and service, creativity and values will direct us as we continue to serve a more diverse student population. Above the door of Kendall Hall is the inscription "Today Decides Tomorrow." We take these words to heart as we focus with optimism and hope on the future while building on the best of the past. We choose to be very strategic as we anticipate a decrease in the number of high school graduates coupled with a decrease in the number of minority students attending institution of higher learning. Recruiting the best and brightest students to our campus and maintaining a well balanced and inclusive student body will allow California State University, Chico (CSUC) to be the University of choice in the north state.

II. Planning Process

The division of Student Affairs recognizes, supports and is in line with the University's strategic plan. As such, the goal of the Division of Student Affairs directly promotes the overall mission of the University and further supports the strategic priorities as outlined in the President's Strategic Plan.

- Believing in the primacy of learning, we will continue to develop high-quality learning environments both inside and outside the classroom.
- Believing in the importance of faculty and staff, and their role in student success, we will continue to invest in faculty and staff development.
- Believing in the wise use of technologies in learning and teaching, we will continue to provide the technology, the related training, and the support needed to create high quality learning environments both inside and outside of the classroom.
- Believing in the value of service to others, we will continue to serve the educational, cultural, and economic needs of Northern California.

- Believing that we are accountable to the people of the State of California, we will continue to diversify our sources of revenue and strategically manage the resources entrusted to us.
- Believing that each generation owes something to those which follow, we will create environmentally literate citizens, who embrace sustainability as a way of living. We will be wise stewards of scarce resources and, in seeking to develop the whole person, be aware that our individual and collective actions have economic, social and environmental consequences locally, regionally, and globally.

The Vice President for Student Affairs has been very intentional in aligning the goals and values of Student Affairs with the Strategic Priorities that have been set forth by the President. During the months of June and July the Division of Student Affairs conducted a series of retreats which addressed the contextual framework of the campus strategic and master plan, and planning for the future needs of our students including learning outcomes and assessments as well as the development of a five year strategic plan for the division. Through an interactive process of consultation and review, the division of Student Affairs now has a strategic plan, which is nearing completion and outlines its contributions to the mission, vision, values and strategic priorities of the University. Directors must show how departmental efforts are linked to the strategic priorities of the University, Chico's Strategic Plan and how findings from learning outcomes and assessments help shape and define current and future initiatives set forth by their departments.

While every department within the Division of Student Affairs has gathered data through various performance indicators such as satisfaction surveys, point of service surveys, utilization statistics and quality improvement programs the results of such indicators did not allow all departments to fully address the overall needs of our students, a means by which to make programmatic changes that would allow for better services to an ever changing student population. While we continue to gather useful data through the use of satisfaction surveys, point of service surveys and quality of services surveys, we have also enlisted the services of Student Voice. Student Voice is a comprehensive assessment platform for higher education. Directors have the ability to conduct quality assessment initiatives, network with member campuses for collaboration purposes and have access to best practices within their specific areas. To date, departments within the division of Student Affairs have participated in well over 100 assessment surveys through the use of Student Voice.

We realize that developing a Strategic Plan for the Division of Student Affairs is an on-going process. With that said, The Division of Student Affairs will continue its planning process by asking the individual units to complete strategic plans that include implementation strategies specific to their areas and action steps related to the Student Affairs implementation strategies.

III. Shared Mission, Vision, Overarching Goals, Values, Vision, and Strategic Priorities

Our Mission

The Division of Student Affairs directly supports the recruitment, retention, graduation, and satisfaction of California State University, Chico students by providing comprehensive and integrated student services programs for all students.

Our Goal

The goals of the Division of Student Affairs are

- To provide comprehensive co-curricular, academic and student support programs and services.
- To develop an environment for students to clarify their education, career, and life goals.
- To help students develop education plans that will assist them in the attainment of their degree from CSUC.

Student Affairs Motto

“Today Decides Tomorrow”

Our Values

The Division of Student Affairs is engaged in the development of all students from a holistic perspective and guided by the following values and principles:

- Diversity: Student Affairs provides opportunities for students to learn, understand, respect, and appreciate the differences that exist among all people.
- Excellence: Student Affairs is committed to excellence in programs and services that provide opportunities for growth and learning.
- Growth: Student Affairs creates and maintains opportunities for individuals to explore their full potential whether it is in the classroom or in other areas of campus life.
- Integrity: Student Affairs is committed to providing an environment of respect, trust, and confidence through accountability, consistency and honest communication between all members of the community.

- Leadership: Student Affairs affords students the opportunity to develop their leadership skills in an environment that is supportive, nurturing, and challenging.
- Service: Student Affairs is committed to providing responsive, accurate, accessible and courteous service.

Our Vision

As educators and practitioners we aspire to be the leader in student development in the North State by intentionally engaging our students in challenging curricular and co-curricular activities, always being a place where the free exchange of ideas can be expressed and challenged, and aspiring to be the University of Choice for all stakeholders.

Our Strategic Priorities

- Support the ongoing development of high-quality learning environments both inside and outside the classroom.
- Understand and support the role all stakeholders play in the overall success of our students through training and staff development.
- Support the role Student Affairs plays in the continued success of our students through curricular and co-curricular activities.
- Serve as a learning resource for student development in the North State.
- Serve as a resource in addressing issues of culture and diversity.

Implementation Strategies and Strategic Indicators

The Student Affairs implementation strategies for 2008-2009 planning cycle are organized under the three overarching goals for the Division and are detailed below. Additionally, implementation strategies for the support areas (information technology, assessment, human resources, and financial support) for Student Affairs are provided. Strategic indicators are identified for each goal and for the support service functions.

Goal I: To provide comprehensive co-curricular, academic and student support programs and services.

Implementation Strategies

- Enhance student awareness of co-curricular, academic and student support programs on campus.
- Reduce barriers to the utilization of programs and services.
- Enhance program effectiveness through the use of appropriate learning outcomes.
- Reduce barriers to students' success (e.g. high-risk drinking, mental and physical health concerns, sexual assaults).
- Continue to promote academic partnerships to further enhance student learning and retention.

Strategic Indicators

- Establish learning outcomes that are measurable and utilize the information gathered to make programmatic changes that will enhance the Chico State experience for students.
- Work collaboratively with our academic colleagues to better promote and support programs, which will enhance student's awareness of co-curricular, academic and students support programs on campus.

Goal II: To develop an environment for students to clarify their education, career, and life goals.

Implementation Strategies

- Ensure the appropriate level of Academic and Career Counseling services are made available to students.
- Prepare our students to be culturally competent as they enter a workforce which continues to be more diverse culturally, ethnically, socio-economically, and religiously.
- Enhance opportunities for students to gain practical experience through internships, work-study, study abroad and student exchange programs.
- Recognize, celebrate, and promote students' achievements out-of-class.

Strategic Indicators

- Measure student's utilization and satisfaction with appropriate services
- Provide students with diverse experiences through Conversations on Diversity, the Cross Cultural Leadership Center, and by assisting in the recruitment and/or retention of underrepresented and international students.

Goal III: To help students develop education plans that will assist them in the attainment of their degree from CSUC.

Implementation Strategies

- To assist students in developing well thought out timelines for degree attainment.
- Create environments that encourage greater student involvement in community service.

Strategic Indicators

Restructuring of Career Services and the Internship Office to better meet the needs of our current student population.

Promote greater students involvement in student organizations that may be major specific or allow students to gain valuable knowledge, which relates to their specific area of focus.

Student Learning Outcomes & Measures of Performance:

Division of Student Affairs – The Division of Student Affairs directly supports the recruitment, retention, graduation, and satisfaction of California State University, Chico students by providing comprehensive and integrated student service programs for all students.

Outcome Indicators

- Measuring student's familiarity with the different services within the division of Student Affairs.
- Exit surveys with graduating seniors and recent alums regarding the quality and utilization of services.
- Assessing the retention and attrition of our students.
- Assess if we are offering students what they truly want and/or need.

Associated Students – The mission of the Student Activities Office is to create an environment in which all students and student organizations are encouraged and aided in the development of positive social, cultural, intellectual, recreational, and leadership programs and activities. The Student Activities staff supports programming which promotes learning, personal growth, self-governance, social responsibility, and understanding.

Activity Fee (Outcome Indicators)

- Surveys, program evaluations, exit interviews, personal interactions, and statistic of program participation.
- Anecdotal data such as discussions with alumni who participated in programs as undergrads.

AS Computer Lab (Outcome Indicators)

- Measuring usage of the Lab. Surveying students to solicit feedback from users regarding what additional software would be appropriate, hours of operation, and what other services could the lab provide.

AS Presents (Outcome Indicators)

- Conduct student evaluations twice a year to determine each student's progress and to note areas that might need improvement.
- Monthly meetings with each student to assess their comfort level with their job.
- The quality and number of shows booked by individual student's coordinators.
- The number of attendees at any given event.

Information Center (Outcome Indicators)

- While this is a difficult area to measure success, statistics are maintained to show the number of phone calls received on a daily basis, the number of request made in person, number of Ride Board Requests, Student Service board requests, number of equipment reservations, and reservations for the Free Speech Area.

Adventure Outings (Outcome Indicators)

- Students complete an evaluation form at the end of each trip reflecting on the overall trip experience, AO staff leadership, and interaction with other trip participants. Itself and their performance as trip leaders.
- Surveys are conducted each semester to see what students think their learned as a result of participation on our trips.

Bell Memorial Union Art Gallery (Outcome Indicators)

- As a new facility the indicators are all anecdotal. They include feedback from the artists from the Art Department, faculty, and visiting artist.

AS Recycling (Outcome Indicators)

- The campus community is given an annual survey to evaluate the performance of the Recycling program as a whole, which includes questions regarding staff performance.
- Programs are evaluated each semester according to what the intern learned in regards to planning and implementing the program and the number of attendees.

Career Services – The Career Center assists students and alumni through all phases of career development to bridge the transition between the academic environment and the world of work.

Outcome Indicators

- Student Satisfaction
- Student Feedback
- Recruiter Feedback
- Gainful employment of registrants

Disability Support Services – The mission of the Disability Support Services (DSS) at California State University, Chico is to increase access and retention for students with permanent and temporary disabilities by ensuring equitable treatment in all aspects of campus life.

Outcome Indicators

- Actual usage of services by students
- Annual satisfaction survey

- Interaction and feedback from students, faculty, and staff
- Academic success of students i.e. satisfactory course completion and degree attainment.

Diversity Office – The Office of Diversity is committed to cultivating a culturally inclusive environment where diversity of thought and expression are valued, respected, appreciated and celebrated. It serves as a resource to our campus community by providing information, referrals, advocacy, coordination and support for diversity-related events, activities, initiatives and discussions.

Outcome Indicators

- Greater interaction, acceptance, and understanding of diverse groups and cultures on campus and within the local community.
- Increased participation of campus and local community members with Conversations on Diversity and Multicultural Welcome Receptions.

Educational Opportunity Program/SSS – The mission of the Educational Opportunity Program (EOP) is to provide access and support services to first-generation students who are economically, educationally, and/or environmentally disadvantaged, but display the potential to succeed in post-secondary education and to assist the University in the matriculation, retention, and graduation of EOP students.

Outcome Indicators

- Student/adviser contacts
- Academic progress reports (and feedback from faculty and staff)
- Involvement in tutoring, supplemental instruction
- Involvement in student clubs and organizations
- Reduction in the number of students on academic probation
- Increase in persistence and graduation rates

Student Learning Center (Outcome Indicators)

- Actual student's usage of tutorial and workshop attendance
- Assessment of subject competence and involvement in learning process
- Grade Outcome
- End-of-Semester student satisfaction surveys

Financial Aid Office – Through a sincere commitment to all students and their families, we strive to eliminate financial and other barriers to higher education. We make a conscious effort to reach out to those with exceptional economic and educational needs. We are dedicated to providing high-quality service in a fair, sensitive and confidential environment to all individuals, regardless of background, culture or lifestyle.

Outcome Indicators

- On-line applications
- Timely completion of files
- Loan default rates
- Debt levels
- Satisfactory Academic Progress

Intercollegiate Athletics and Recreational Sports

Outcome Indicators

Competitive Sports

- Feedback given during senior exit interview process.
- Performance success is measured objectively on an annual basis by competitive season outcomes.

Recreational Sports

- Number of times students participate in recreational activities that are offered and their return rates.
- Success of the program at meeting the student's needs is measured annually by surveying participants.
- Performance of club sports activity is measured objectively on an annual basis by season outcomes.

Psychological Counseling and Wellness – The Counseling Center holds the fundamental belief that a student's intellectual and personal development are inseparable, and that the University's primary academic mission is most fully served through the development of the whole person. The strives to achieve this through the delivery of a variety of services intended to enhance personal and academic effectiveness, interpersonal growth, emotional support in crisis conditions, and promote a healthy campus environment. In addition, it is our belief that systemic social inequalities exist which impacts the growth, development, and sense of worth and wellness of students. It is our belief that responsible action must take place which addresses and strives to eliminate forms of oppression which diminish wholeness and effectiveness (e.g., racism, sexism, heterosexism, ableism, classism, and other biases).

Outcome Indicators

- Infer from certain questions on counselor evaluations
- Conduct focus groups to get qualitative data
- Questionnaire/survey

Student Health Services – The mission of Student Health Service is to assist each student in their diverse healthcare needs in order to facilitate maximum academic and personal growth.

Outcome Indicators

- Evaluate all presentations
- Review and track comments made by students on the student suggestion form
- Point of Service survey
- Satisfaction survey

Student Judicial Affairs – The Office of Student Judicial Affairs supports the mission of the university by promoting a fair and positive learning environment for all students, faculty, and staff. The program advances students development by adjudicating in a timely, consistent, and fair manner reports regarding student behavior and complaints of alleged unfair treatment of students.

Outcome Indicators

- Number of students involved in the discipline process
- Recidivism rates
- Number of students who use the grievance process
- Telephone and written evaluation for feedback

University Housing and Food Service – The department of University Housing and Food Service recognizes the university community provides two powerful and dynamic environments, curricular and co-curricular, and it's committed to being a positive influence and partner in both.

The department mission, through the residence hall living/learning experience of our students, is to amplify and support the comprehensive institutional mission of the University by providing safe, secure, clean, and reasonable prices residential environments conducive to the academic and personal development of the students by

- ***Providing services, programs, and activities which encourage students to develop themselves intellectually, emotionally, socially, physically, vocationally, and spiritually.***
- ***Selecting and training professional and paraprofessional staff committed to developing residential communities which emphasize student development principles.***
- ***Identifying and addressing evolving student environmental needs via professional advisory staff working directly with university faculty and staff, residential life staff, Residence Hall Association, and Resident Advisor Advisory Council (RAAC).***

- ***Providing residential environments that honor human diversity which embrace students as individual, each with rights and responsibilities, each with unique goals and needs.***

Outcome Indicators

- Analyze GPA data
- Damage/Vandalism data
- Incident report content
- Satisfaction surveys
- Focus groups