

University Services

Office of University Services

Introduction

The mission of the Office of University Services is to promote student development through engagement in extracurricular activities and leadership development, experiential residence life programming, student support services, and civic responsibility. The Office of University Services supports the University's core value of student success and contributes to instilling within students a sense of ethical responsibility and civic engagement. Personnel in the Student Union and Activities Office, Career and Student Development Center, Counseling Center, and Student Health Services, under the framework of University Services, collaborate with key units in academic and administrative divisions and departments of the University to strengthen the culture of learning and improve the quality of co-curricular life on the campus.

Performance Objective 1 Efficiently manage student housing and dining operations.

1 Assessment and Benchmark

Benchmark: Increase pre-occupancy leasing of Burton Hall and Collette Hall by 5% over the previous year (for the reporting week of June 1).

1.1 Data

Term	# of pre-occupancy Burton Hall leases	% change
Fall 2013	42	N/A
Fall 2014	72	+71.43%
Fall 2015	95	+31.94%
Fall 2016	89	-6.36%
Fall 2017	96	+7%
Fall 2018	116	+21%

Term	# of pre-occupancy Collette Hall leases	% change
Fall 2013	71	N/A
Fall 2014	88	+23.94%
Fall 2015	129	+46.59%
Fall 2016	156	+20.93%
Fall 2017	173	+10%
Fall 2018	189	+9%

1.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:

- We created new and improved promotional residential student life information in collaboration with Chartwells and Ambling.
- We purchased the pull up style promotional banners showcasing residential life used at college fairs and orientations.
- Reports from parents/students regarding Burton say they are looking to move into less expensive housing.
- Continue in effort in increasing year over leasing activities in relation to University auxiliary revenue generation in student success efforts.

2017-2018:

- Survey results from students report increased desire to remain on campus so we are seeing higher pre-leasing across all properties. Burton saw 21% increase in pre-leasing and Collette saw 9% increase last year.
- We are continuing to use the new promotional material to market housing options to new and returning students.
- Adding housing to Academic Signing Day increased pre-leasing of incoming students in April.
- We are looking at increasing the cost of single rooms at Collette since we are now at 100% occupancy. Expect to raise the cost by 15%-20% to have some rooms open when classes start in fall.

Performance Objective 2 Promote academic integrity and ethical conduct.

1 Assessment and Benchmark

Benchmark: Dr. Thomas created an Excel spreadsheet with the assistance of the Registrar to track multiple variables for every case of academic integrity or student code violations. These include but are not limited to: major, hours attempted/hours earned, race, living arrangements (on or off campus), etc. This report serves to provide a rich overview of "who and what" is happening at McNeese.

1.1 Data

--	--	--	--

Semester	# of Academic Integrity Cases	# of Discipline Cases	Total # of Cases
Fall 2013	23	16	39
Spring 2014	28	26	53
Fall 2014*	N/A	N/A	N/A
Spring 2015	22	12	34
Fall 2015	20	29	49
Spring 2016	21	11	32
Fall 2016	25	15	40
Spring 2017	24	8	32
Fall 2017	21	14	35
Spring 2018	13	5	18

*Data not available due to staffing changes

1.1.1 Analysis of Data and Plan for Continuous Improvement

2015-2016:

Based on previous years case numbers, the 2015-2016 year was on average compared to prior years. Academic integrity cases increased in the Spring and discipline cases decreases. These trends are historic and do not deviate too far out of the previous year's ranges for cases.

2016-2017:

Based on previous years case numbers, the 2016-2017 year was slightly below average compared to prior years. Academic integrity cases decreased in the spring as well as discipline cases decreased. These trends are historic and do not deviate too far out of the previous year's ranges for cases.

Annual submission of this data to Senior staff (first month of the following semester) allows them to make timely judgments and recommendations on trends in multiple areas of campus life. Dr. Thomas is again in the role as the primary conduct adjudicator for the campus. He has strengthened his relationship with Housing, Academic Departments, and with University PD in order to more effectively serve the campus community through proper code adjudication.

2017-2018:

Cases remain at yearly averages with slight drops. Professors' use of TurnItIn has helped to reduce cheating on papers. We continue to work with Housing to adjudicate minor conduct offenses, and this has reduced the number of cases handled by this office.

Continued discussions with the president and provost regarding improving academic integrity processes are ongoing. Changes to the process that would make it easier for faculty to report cheating are anticipated, and this office would continue with student due process and file storing.

2 Assessment and Benchmark

Benchmark: Ensure the Student Handbook is updated and compliant.

2.1 Data

2.1.1 Analysis of Data and Plan for Continuous Improvement

Performance Objective 3 Provide for the safety and security of students on campus.

1 Assessment and Benchmark

Benchmark: Increase student awareness of campus safety and security issues (Clery Act).

1.1 Data

2016-2017:

- Education sessions for students and parents continue in Orientation with frank discussion in both schedules.

- The Counseling Center is now the nexus for information regarding Clery and provides multiple resources.
- Poster campaign has been implemented in housing for incoming students.

2017-2018:

- Dr. Thomas is continuing his frank discussions with all incoming students regarding alcohol/drugs and sexual assault with positive feedback from students.
- Counseling center has expanded its role with the CORE Alcohol and Drug Survey for the campus and in the region.
- Everfi raised their price so we discontinued them. We are now with Class Climate, and Mr. Nicholas has taken over this training and expanded it to include all students.
- Poster campaign will continue again this year and will be redesigned next year. We have received positive feedback from the campus community about the presence and message of the posters around campus.

1.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:

- The institution continues to fully implement all aspects of the Clery Act due to the complexity of compliance and the multiple areas involved.
- University Services continues in conjunction with Housing & University Police are working to create a more comprehensive approach to education and risk reduction through collaborative programs, cost sharing, and teamwork.
- University Services has created a student portal link to a variety of resources for students in a centralized location. This has been in place since fall 2016.

2017-2018:

- McNeese continues to fully comply with the Clery Act and improve its programs and services offered to education the campus.
- Units across campus, including this office, University Police, Housing, Greek Life, Athletics, and Inclusive Excellence, work together to create a safe environment.
- Hiring a new police chief is also expected to assist in creating partnerships, improving relationships across campus, and bringing new parish resources to campus.

2 Assessment and Benchmark

Utilize the Incident Management Team (IMT) to prepare for and manage incidents impacting campus safety and security.

2.1 Data

2017-2018:

- IMT has been restructured to its original intent with University Police, University Services, and Public Information.
- Dr. Thomas and Ms. Townsend are re-writing and updating the Campus Disaster Plan this summer (summer 2018).

2.1.1 Analysis of Data and Plan for Continuous Improvement

2017-2018:

The hiring of a new police chief is expected to improve all aspects of campus safety and coordination.

Performance Objective 4 Read all assessment plans in the division and take action on reasonable recommendations.

1 Assessment and Benchmark

New assessment effective 2018-2019.

1.1 Data

New assessment effective 2018-2019.

1.1.1 Analysis of Data and Plan for Continuous Improvement

New assessment effective 2018-2019.

Performance Objective 5 Serve as central contact and reference point for our "students in crisis" as directed by the University President.

1 Assessment and Benchmark

Benchmark:

In the fall of 2012, Dr. Thomas was asked by Dr. Williams to spearhead a “students in crisis” program. A campus wide email is sent out at the beginning of each semester telling anyone they can contact Dr. Thomas about staying enrolled. Every student referred to Dr. Thomas is contacted and attempts are made to interact and intervene with that student. Each interaction is an opportunity for retention. These interactions are recorded and the student success is tracked. A summary report is prepared at the close of the semester and sent to Senior staff.

1.1 Data

Semester	Students referred to University Services	Students counseled by University Services		Referred students who failed the semester		Referred students who passed the semester		Referred students who enrolled for the following semester	
	#	#	%	#	%	#	%	#	%
Fall 2013	38	30	-	21	-	17	-	25	-
Spring 2014	36	32	-	18	-	16	-	17	-
Fall 2014	34	34	-	13/34	38%	21/34	62%	22/34	65%
Spring 2015	5	5	-	2/5	40%	3/5	60%	3/5	60%
Fall 2015	43	38/43	88%	9/43	21%	34/43	79%	34/43	79%
Spring 2016	29	23/29	79%	4/29	14%	25/29	86%	15/29	52%
Fall 2016	28	23/28	82%	12/28	43%	16/28	57%	11/28	39%
Spring 2017	31	23/31	74%	11/31	35%	12/31	39%	11/31	55%
Fall 2017	21	19/21	90%	8/21	38%	13/21	61%	6/11	54%
Spring 2018	12	9/12	75%	3/12	25%	6/12	75%		

1.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:

The summary report for this program is prepared for Senior Staff at the end of each semester. We look for trends and try to see what kinds of things we can do to help students stay enrolled. As this program has continued more faculty feel comfortable referring students based on past experiences.

Dr. Thomas was moved over to the Career & Student Development center in fall of 2014 and then back to University Services in spring of 2015. This caused some gaps in the programs delivery. Dr. Thomas asked the President if he may continue to serve in this capacity and was granted permission. It was continued in the 2016-2017 academic year as a low cost-high contact student success program. The message was sent out by Dr. Williams on September 16, 2016 in the fall, and February 6, 2017 for the spring semester.

2017-2018:

The effects of Hurricane Harvey on the fall semester skewed numbers for this effort. Students were encouraged to reach out to Dr. Thomas after the storm and then the message went out on Oct. 10, 2017. I do not have good records for the students helped during the storm since I was doing most of that through my cell phone. Once the message went out in October, I was able to better track students referred to me. The spring semester saw the message go out later than hoped, on March 26, 2018. This is due to changes in leadership and understanding what was wanted from the President.