

Destination 2010 Student Affairs

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Fall 2008

In the Spring of 2004, President Gonzalez launched a campus-wide initiative called Destination 2010. It is an exciting initiative for several reasons. First, it identifies four major areas—academic and student programs, a welcoming campus, the physical environment, and community engagement—that serve as the cornerstones of the plan. Second, it is broad enough to allow each division, department, and constituent group to plan goals and programs that will make it “their own.” Third, it sets a general, but, clear direction for becoming the destination campus of choice—not only for students who study here, but for faculty and staff who work here, too.

The following pages describe the ways that the Division of Student Affairs will work to actualize Destination 2010. The document is impressive not only because it describes exciting programs and services that will make Student Affairs a “Destination Division,” but because it reflects an engaged process that allowed each and every department within the Division to conceptualize, confirm, and challenge what it does now and what it will do in the future to bring 2010 to life.

If you have general comments about the document, please send them to studentaffairs@csus.edu. If you have specific questions about the programs associated with a certain area, please contact the Director identified as point person for that particular department.

Academic Advising Center

Theme One – Foster Excellent Academic and Student Programs

Name & Description of program / service	Academic Advising Center's Service Model Provide immediate services to students via telephone, e-mail, chat, and drop-in advising meetings.
Intended outcome	Increased number of contacts
Measurement	Track the numbers of students in the sign-in database and total number of sign-ins.
Timeline	Each year-end.
Progress as of December 2006	A new student sign-in database has been developed by Student Affairs ITC which improves accuracy and quality of the reports generated. Academic Advising has an active office email account that is checked daily. The advisor coordinating the probation/disqualification/reinstatement program has developed contacts with reinstated students see her specifically; has brought in students with academic difficulty in a timely manner and insured that they have their own advisor.
Progress as of May 2007	The advisors in the Academic Advising Center saw 8,000 students in Fall 2006 and 12,500 in Spring 2007.
Progress as of September 2007	The advisors saw over 1,000 students the first week of the fall semester. Academic Advising continues to see an increase in the number of students served through the office. Academic Advising acquired an additional office in Summer 2007 to assist with the high demand for advising.
Progress as of May 2008	The Academic Advising Center continues to advise nearly 20,000 students each academic year. Two full-time advisors were hired spring semester to help advise the high volume of students. This program is fully implemented.
Next Steps as of December 2006	The Evening Services Program is being re-vamped in Spring 2007, and more marketing will be done to inform students of the after hours services. Enforce new Early Declaration of Major policy; notification went out and holds were placed for undeclared students who have 60 units more.
Next Steps as of May	No changes were made to the Evening Services program

2007	due to the workload demand of advising and lack of planning time.
Next Steps as of September 2007	Because of the high demand for advising services and limited staff, the Evening Services program has not be re-vamped yet.
Next Steps as of May 2008	The Evening Services program continues to be placed on hold.

Name & Description of program / service	Mandatory Freshman Orientation Require all entering freshmen to attend orientation.
Intended outcome	Increase freshmen orientation attendance rates from 80 to 100 percent. Actual attendance was 99%.
Measurement	Reports generated from SIS Orientation Attendance field, GPA, retention rates, and graduation rates.
Timeline	Implemented in Spring 2006 for students entering in Fall 2006.
Next Steps as of December 2006	Completed winter orientation. Placed holds on freshmen who did not attend session. Data has been analyzed from summer orientation.
Next Steps as of May 2007	Mandatory Orientation is beginning its second year. There were some challenges with the conversion to CMS and the registration system. This summer will be another learning opportunity for improving Orientation under the new system.
Next Steps as of September 2007	Orientation completed its second year of mandatory freshman orientation. There were several conversion issues with the new CMS system. A new Orientation database needs to be built before Summer 2008 Orientation begins.
Next Steps as of May 2008	The new database was not completed before Summer 2008 Orientation reservations began. The plan is to have the new database ready by Winter 2008 Orientation.

Name & Description of program / service	New, Targeted Comprehensive Advising Program Require all Freshmen to see an advisor in Academic Advising through their first year.
Intended outcome	Increased retention rates between freshman and sophomore year.
Measurement	Reports generated from Institutional Research tracking students that participated in the program.
Timeline	Completed first advising phase in Summer 2006. Completed second phase in Fall 2006. Will begin third phase on February 12, 2007.

Progress as of December 2006	<p>First phase: Freshmen had schedules reviewed by an advisor at orientation.</p> <p>Second phase: Students were asked to complete an online career assessment prior to advising session. Students participated in a 30 minute appointment. Academic Advising saw 92% of the freshmen for Phase II advising.</p> <p>Third phase: Students participated in another 30 minute appointment focusing on long-range planning.</p>
Progress as of May 2007	Academic Advising saw 94% of the freshmen for Phase III advising.
Progress as of May 2008	The advising staff saw 95% of the freshmen for Phase III advising.
Next Steps as of December 2006	Faculty coordinator met with department chairs and found out what advising is already taking place for freshmen in major departments. Students receiving comprehensive advising in the major were not required to participate in the program; however they were sent an invitation. The faculty coordinator is compiling data to distribute to staff and faculty in Academic Advising.
Next Steps as of May 2007	The faculty coordinator set up a spreadsheet outlining all the academic departments' advising practices for freshmen. The faculty coordinator and the coordinator of freshman programs designed a point-of-contact assessment instrument and a web-based follow up survey. From the data collected planning is taking place to improve the program for next fall.
Next Steps as of September 2007	A new scheduling system was built for Fall 2007. The system allows students to schedule their own advising appointments with advisors for the Freshman Advising Program.
Next Steps as of May 2008	<p>The new scheduling system worked great. The show rate for appointments was significantly higher than the previous year when appointments were pre-scheduled.</p> <p>The advising program will continue for Fall 2008.</p>

**Theme Two – Build a Welcoming Campus &
Theme Three – Create a Dynamic Physical Campus**

Name & Description of program / service	Orientation Campus Tours Student-guided tours provide new students and their parents an enthusiastic perspective on the campus and its plans for future development.
Intended outcome	Increased familiarity with the beauty of the campus and

	university resources.
Measurement	Orientation participant evaluations.
Timeline	Ongoing.
Progress as of December 2006	Scheduled campus tours continue to be offered as part of the Transfer Orientation. Because of the time constraints at Freshman Orientation, tours are embedded in the program instead of at a specific time separate from the tours. Parents have the option of touring the campus after dropping off their student for the overnight program. Other parents and students are given tours while walking from the University Union to other buildings on campus for programs.
Progress as of May 2007	The schedule for 2007 summer orientation includes a specific time for tours.
Progress as of September 2007	The tours will continue to be offered at Orientation.
Progress as of May 2008	Tours are offered during Orientation. This service is fully implemented.
Next Steps as of December 2006	Establish a specific tour schedule for Freshman Orientation. Consider extending the second day of orientation to last after lunch to accommodate the growing demand for programs offered at Orientation.
Next Steps as of May 2007	At this point, it is not feasible to expand freshman orientation beyond a day and a half. This will be revisited at a later date.
Next Steps as of September 2007	No further steps are planned in this area.

Theme Four – Develop Community Support

Name & Description of program / service	Parent Welcome Program Parents of incoming freshmen and transfer students participate in one-day Welcome Programs parallel to student orientation programs.
Intended outcome	Parents will meet students, faculty, and administrators, learn about academic programs, and gain increased awareness and appreciation of department and campus resources.
Measurement	Participation rates, participant evaluations.
Timeline	Ongoing.
Progress as of December 2006	The parent program is continuing to be offered at orientation, working in parallel with the Student Orientation Program with some programs overlapping.
Progress as of May 2007	Orientation did not change the parent program for Summer 2007.

Progress as of September 2007	After Summer 2007 Orientation, the staff is re-evaluating the effectiveness of some of the components of the Parent Program.
Progress as of May 2008	The Parent Program has been changed for Summer 2008. Instead of the parent reception, there will be a "Taking Care of Business" session. This session provides parents an opportunity to ask questions about paying fees, how the University will communicate with their student, how to buy books, etc.
Next Steps as of December 2006	Evaluate effectiveness of parent program at the end of Summer Orientation and make changes accordingly. This program may need to have more staff involvement due to the increase in parent attendance; certain orientation days for Summer 2006 had as many parents attending as students.
Next Steps as of May 2007	Orientation staff will continue to assess the program for Summer 2007 to see what changes need to be made for next year.
Next Steps as of September 2007	The program is currently being reviewed and changes will be made for Summer 2008.
Next Steps as of May 2008	The program changes will be re-evaluated at the end of the summer as changes will be made as appropriate.

Questions regarding the programs and outcomes delineated in this section should be addressed to Beth Merritt Miller, Academic Advising & Career Centers, merrittmillerb@csus.edu

Alcohol Education Program

Theme One – Foster Excellent Academic and Student Programs

Name & Description of program / service	<p>Strategic Environmental Prevention Project</p> <p>The Alcohol Education Program will continue its environmental prevention efforts by partnering with law enforcement agencies including the Sacramento State Police Department, City of Sacramento Police Department, Sacramento Sheriff's Department and Alcoholic Beverage Control. The campaign will involve the distribution of educational materials for social hosts and strategic enforcement operations including, decoy operations, party patrols and DUI check points during</p>
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	traditionally high-risk drinking periods.
Intended outcome	Decrease frequency of high-risk drinking; decrease the harm to students associated with high-risk alcohol consumption; decrease the quantity of alcohol consumed.
Measurement	Survey and other data including but not limited to: Core Survey, National College Health Assessment, Student Alcohol Survey (Prevention Research Center), Residence Hall Incident Reports and Campus Judicial and Police reports.
Timeline	Ongoing through Spring 2007.
Progress as of September 2007	Implemented comprehensive social host campaign including educational programming and brochure; 2000 brochures were distributed to local apartment complexes and an additional 3000 were distributed at New Student Orientation. Coordinated dates for strategic enforcement efforts in areas surrounding the campus. Conducted and evaluated results of Student Alcohol Survey (Prevention Research Center).
Next Steps as of September 2007	Plan enforcement efforts for the 07-08 academic year. Broaden social host brochure distribution through increased contact with off-campus student housing complexes. Update outlet mapping to reflect current alcohol licenses surrounding the campus. Develop proposal for 2 nd violation educational course fee.

Name & Description of program / service	Implement an academic course for Peer Health Educators Peer Health Educators (PHEs) will be required to participate in a one (1) unit course covering topics related to alcohol, tobacco, drugs and sexual assault.
Intended outcome	Increase the knowledge base of our students and develop skilled peer health educators and student leaders.
Measurement	Qualitative and quantitative assessment of peer health educators.
Timeline	Ongoing, updated annually.
Progress as of September 2007	Implemented Service-Learning course; revised curriculum developed for 2005-06 academic year. Added sexual misconduct to the curriculum and PHEs conducted additional educational programs on topics related to sexual misconduct.
Next Steps as of September 2007	Review and revise PHE curriculum based on student evaluations and campus needs. Expand new Greek PHE program (GAMMA) and adapt PHE curriculum to support it.

Name & Description of program / service	Educational Course for Marijuana Policy Violators Develop a protocol for a one-on-one assessment and intervention program.
Intended outcome	Provide a consistent and educational sanction for marijuana policy violators. Reduce number of marijuana policy violations.
Measurement	Review of Residence Hall and Judicial Affairs reports.
Timeline	Full implementation by Fall 2006.
Progress as of September 2007	It was determined that class format, similar to alcohol education class, would be ineffective due to minimal number of marijuana referrals. Protocol for referral and one-on-one assessment has been established and is being utilized. (A two-session, one-on-one assessment using motivational interviewing.) Educational sanction for marijuana policy violators is consistently implemented by Health Educator, who facilitates all referral sessions.
Next Steps as of September 2007	Staff training scheduled for Fall 2007. Consider pursuit of a fee for referral.

Theme Four – Develop Community Support

Name & Description of program / service	State Incentive Grant for the Reduction of High-Risk Drinking
Intended outcome	Collaborate with community groups to implement environmental prevention strategies that address high-risk drinking by youth and young adults ages 12-25.
Measurement	Qualitative and quantitative assessment including but not limited to: Core Survey, National College Health Assessment, Student Alcohol Survey (Prevention Research Center), Residence Hall, Campus Judicial and Police data, Health Kids Survey, Changing the Landscape and Monitoring the Future report data.
Timeline	Ongoing through July 2007.
Progress as of September 2007	Collaborated with local agencies to conduct community-wide educational outreach program (Family Meals Campaign). Continued Peer Health Educator training and conducted extensive campus-based education and outreach efforts.
Next Steps as of September 2007	Establish plans for fall community mobilization including remapping of alcohol licenses and student housing for use in strategic enforcement operations; explore social host or response cost ordinance proposal for city of Sacramento; conduct New Student Orientation

	educational outreach; and participate in planning efforts for the fall 2007 Family Meals Campaign.
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Questions regarding the programs and outcomes delineated in this section should be addressed to Cyndra Krogen, Health Educator, Student Health Center, 278-6026, Cyndra@csus.edu.

Career Center

Theme One – Foster Excellent Academic and Student Programs

Name & Description of program / service	Freshman and New Student Interactive Tours
Intended outcome	Increase student awareness of career and occupational options available.
Measurement	Post-test measuring learning outcomes and satisfaction.
Timeline	Administer Fall 2006, results Spring 2007.
Progress as of December 2006	Administered post assessments to all students that attended the Freshman and New Student Interactive Tours.
Progress as of May 2007	493 students participated in the survey via PDAs through StudentVoice. At the point-of-contact, students learned what the staff had hoped they would after participating in the tours.
Progress as of September 2007	A more comprehensive learning outcomes-based survey was designed and has been given to the students participating in Fall 2007 tours.
Progress as of May 2008	Over 700 students participated in the outcomes-based survey. See results posted on the Student Affairs Assessment Plan.
Next Steps as of December 2006	Data has been compiled and a report is being written.
Next Steps as of May 2007	The same assessment will be replicated for Fall 2007 to compare data.
Next Steps as of September 2007	The staff is currently in the process of collecting the data for Fall 2007, and it will be analyzed at the end of the semester.
Next Steps as of May 2008	Tours continue to be offered. This service is fully implemented.

Name & Description of program / service	Freshman Advising Program - Phase III Advising and Long-Range Career Planning
Intended outcome	Get freshmen into the Career Center.
Measurement	Surveyed through the Freshman Advising Program.

Timeline	Spring 2007.
Progress as of December 2006	Not applicable.
Progress as of May 2007	Eight career counselors advised students in the FAP Phase III sessions.
Progress as of September 2007	Career counselors will be advising Phase III students who started at Sac State in Spring 2008.
Progress as of May 2008	Career counselors participated in Phase III advising and will continue to participate in 2008-09.
Next Steps as of December 2006	Not applicable.
Next Steps as of May 2007	More career counselors are interested in advising freshmen in the Freshman Advising Program. Some would like to see more students than they did this spring.
Next Steps as of September 2007	The career counselors will be providing advising in the new Academic Advising satellite office, so they have the appropriate resources when advising students for Phase III.
Next Steps as of May 2008	Career counselors will continue to advise students in Phase III. This service is fully implemented.

Theme Two – Build a Welcoming Campus

Name & Description of program / service	Career Fairs
Intended outcome	Give students opportunities to connect with potential employers and continue a mutually beneficial relationship with regional businesses.
Measurement	Employer evaluations.
Timeline	Each Fall and Spring semester.
Progress as of December 2006	This year each of the career fairs was full to capacity with waiting lists to get into each event, with some employers even arriving without a reservation hoping to fill a no-show table. The Career Center received evaluations from close to 80% of the employers, all evaluations indicating that Sacramento State provided the most support and assistance for employers that attend events on-campus. Many employers commented that when selecting which campuses to cut from their recruitment, they would not consider Sacramento State as an option.
Progress as of May 2007	The Career Center continued to have waitlists for recruiters. The Center received constructive feedback on other ways to entice students to attend the fairs that are being considered for Fall 2007.
Progress as of September 2007	The Career Center started more aggressive marketing efforts. As a result of these efforts, the Center had the

	most students ever attend the Fall Career Fair (over 1,200). The Center has also seen a significant increase in traffic in the office due to tabling in the Quad and having more promotional events to advertise the services offered.
Progress as of May 2008	Through our efforts, we saw over 20,000 at events, workshops, drop-ins, and individual appointments.
Next Steps as of December 2006	Maintain positive and proactive relations with area businesses.
Next Steps as of May 2007	The Career Center has switched the Career Fair and the Internship, Co-op, and Job Fair so that the recruiters not able to get a table at the Career Fair will be able to attend the ICJ Fair. The Center also going to restructure the fairs for 2008 and offer one two-day Career Fair instead of separating the full-time and part-time employment opportunities.
Next Steps as of September 2007	Switching the events was hugely successful and the Center is further evaluating the number of fairs that are offered each semester. The Center is offering a Government Agency Fair in October 2007 to specifically target the biggest employers in the Sacramento region.
Progress as of May 2008	We will continue marketing and employer relation efforts.

Theme Three – Create a Dynamic Physical Campus

Name & Description of program / service	Career Center and Cooperative Education Satellite Office
Intended outcome	Provide direct cooperative education services to three of the Colleges: HHS, NS & M, and ECS by placing a career satellite office in each.
Measurement	Measure involvement through student intakes and faculty interactions.
Timeline	Completed Spring 2006.

Theme Four – Develop Community Support

Name & Description of program / service	Job acceptance reports
Intended outcome	Determine which Sacramento [regional] employers are hiring Sac State graduates. Ascertain data regarding the students who utilize the Career Center On Campus Recruitment (OCR) program: what percentage is hired, which employers are hiring them.
Measurement	Based on student registrations in the OCR program, track

	placements within the Sacramento region each semester.
Timeline	Each Fall and Spring semester.
Progress as of December 2006	Salary surveys were collected in December via email as students begin to report their placements.
Progress as of May 2007	The Career Center received approximately a 24% response rate from students.
Progress as of September 2007	No addition work has been done in this area. Data continues to be collected as it was last spring.
Progress as of May 2008	Data continues to be collected.
Next Steps as of December 2006	Continue to collect salary surveys.
Next Steps as of May 2007	This summer the employer relations team will call the employers to get a clearer picture of how many Sac State students were hired.
Next steps as of September 2007	Employers were called and additional data was collected. The same procedure will be conducted at the end of Fall 2007.
Next steps as of May 2008	We will continue to collect employment data via email and phone calls to students and employers.

Questions regarding the programs and outcomes delineated in this section should be addressed to Beth Merritt Miller, Academic Advising & Career Centers, merrittmillerb@csus.edu

Financial Aid Office

Theme One – Foster Excellent Academic and Student Programs

Name & Description of program / service	Financial Aid Satisfactory Academic Progress (SAP) Compliance Continue to notify students about the federal requirements for qualitative and quantitative academic progress. Establish process for students on probation (warning) status to meet with a financial aid counselor to explain how to meet SAP. This process will assist students in planning their academic career within the parameters of available financial assistance.
Intended outcome	Students will understand the new SAP standards as a condition to receive financial aid. This will facilitate the time to degree initiative and Academic Advisors will be better versed in advising students concerning financial aid eligibility.
Measurement	The Financial Aid Office will review the statistics of

	students in all probationary and disqualification categories to determine if there is a decrease in the number of students who experience difficulties. Students on probation status will be required to complete an online training session or meet with a financial aid counselor.
Timeline	January 2008 to May 2008.
Progress as of June 2008	Students on probation status were assessed on their knowledge of the SAP standards during Fall 2007. The assessment results showed students did not understand all of the SAP standards. We implemented an on-line SAP training session and had all probation students complete the online training or meet with a financial aid counselor for in-person training. An assessment quiz was given at the end of the training. 77% of students who completed the SAP training received a passing grade of at least 80%.
Next Steps as of June 2008	Continue to message and meet with probationary students to make sure they understand the SAP standards as a condition to receive financial aid. For more information, see Financial Aid Assessment for 2007/2008.

Name & Description of program / service	Expand Financial Aid Application Campaign February is Financial Aid Awareness month. A personalized message was sent to all admitted students each January. All students will be advised about the financial aid March 2 nd preferential filing deadline. Provide 2008-09 FAFSA workshops to help students complete the FAFSA by the March 2 nd priority filing deadline.
Intended outcome	Increase the total number of financial aid applicants and increase those who file by the Cal Grant deadline and Sac State priority filing deadline. Award more students before the beginning of Fall 2008.
Measurement	Compare the number of applications received by March 31, 2008 against those for March 31, 2007. Also compare number of awards made by beginning of Fall 2008 to Fall 2007.
Timeline	February 2008 to September 2008
Progress as of June 2008	More aid was disbursed to more students for Fall 2007 than for Fall 2006. 9,953 students and \$30.7 million was disbursed for Fall 2006 compared to 12,143 students and \$40.9 million disbursed for Fall 2007. More aid was disbursed to more students for Spring 2008 than for Spring 2007. 9,097 students and \$34.1 million was disbursed for Spring 2007 compared to 10,703 students and \$42.6

	<p>million disbursed for Spring 2008.</p> <p>We had a successful Financial Aid Awareness Campaign and increased the number of FAFSA applications by March 31, 2008 by 36.3%.</p>
Next Steps as of June 2008	We will institutionalize the Financial Aid Awareness Campaign. We will look at the disbursement numbers at the end of Fall 2008 to see if we continue to disburse more aid to students. This service is fully implemented.

Name & Description of program / service	<p>Improve the Telephone Technology</p> <p>Work with University Telecommunications Services to make improvements to the telephone system to improve customer service. We will work on a phone tree system to give customers a menu with answers to a variety of basic information before being routed to staff.</p>
Intended outcome	Increase the number of calls answered and to provide better customer service to the public. Reduce the number of complaints by students unable to reach financial aid staff by phone. Monitor types of questions being asked and make changes to phone tree.
Measurement	Compare telephone statistics after the changes have been implemented to track the number of calls answered and abandoned. Monitor incoming calls using telecommunications software.
Timeline	June 2008 to September 2008.
Progress as of June 2008	We have met with University Telecommunications Services and implemented the phone tree. More calls are being answered than previously. We have instituted a phone survey and are awaiting the results.
Next Steps as of June 2008	We will continue to monitor the phone calls and work to inform students that information is available on our website and on their My Sac State accounts. We will complete the phone survey and review the results to plan for our next steps.

Theme Four – Develop Community Support

Name & Description of program / service	<p>Federal Work-Study Program</p> <p>Continue to pursue and increase the number of career-related employment learning opportunities for students in the community. Help students gain real world job experience.</p>
Intended outcome	Help students find work-study jobs related to their career

	goals. In addition, students will learn job skills to obtain and retain employment
Measurement	Conduct a web-based assessment survey to determine if work-study positions are meeting the students' goals of gaining career experience and work place skills. Results should indicate the extent to which current job placement meets their employment experience.
Timeline	January 2008 to May 2008
Progress as of June 2008	We surveyed 151 FWS students, and 90% indicated they gained real-world job experience. 62% indicated their FWS job was related to their major. Continue working to pursue and increase the number of career-related employment opportunities.
Next Steps as of June 2008	Continue to help students find career related work-study jobs.

Questions regarding the programs and outcomes delineated in this section should be addressed to Craig Yamamoto, Financial Aid, 278-6980, craigy@csus.edu.

Housing and Residential Life

Theme One – Foster Excellent Academic and Student Programs

Name & Description of program / service	Develop a more aggressive Outreach and Marketing program
Intended outcome	Target various student audiences, promoting the benefits of on-campus living.
Measurement	Compare enrollment and housing data of targeted groups to see if marketing and outreach programs influenced their decision to live on campus.
Timeline	Ongoing
End of 2007/08 Progress Report	Efforts in Outreach and Admissions and Records have restored prospective student response in their interest in on-campus housing. However, even with the increased interest, initial response and submission of License Agreements is lagging. It is believed that the current economic situation is impacting housing options. Cost increases in room and board have not helped. We were able to make licenses available by April 1, 2008, which is 4 weeks earlier than traditional spring mailings. As of June 10, 2008 we are at 54% occupancy. October 2007, Student Affairs and the Housing program

	were charged with creating housing services including not only on campus housing, but University affiliated housing, and off campus housing services. Marketing efforts are moving into a seamless concept of University Housing Services which will better inform and serve all of our students. A committee was formed who consulted with Housing marketing staff in developing a direction and calendaring of marketing efforts.
Next Steps	<p>The department will continue to collaborate with University Outreach in assessing opportunities for making personal contact with students about Housing opportunities.</p> <p>The department will also explore with the Division of Student Affairs the value of reinstating a type of "Welcome Freshman" program in which we can assist families in completing "basic need" decisions for their student. Such a program helps with decisions regarding intent to enroll.</p>

Name & Description of program / service	Persistence to Sophomore Year
Intended outcome	Determine whether or not freshmen resident students are more likely to persist to sophomore year than commuter students. Also, compare graduation rates of resident students with commuter student graduation rates.
Measurement	Track the academic persistence of students who lived in halls as first-time freshmen.
Timeline	Base line with Fall '05 first time frosh population verifying each semester whether or not students have enrolled for classes. Continue tracking until time of graduation or disenrollment.
End of 2007/08 Progress Report	Fall 2007 resident data will be uploaded to Institutional Research/Records to benchmark progress.
Next Steps	It will be our goal to generate a much larger returning population at the time Student Housing Phase I is completed in fall 2009. It is expected that there will be comprehensive collaborations with Academic Advising in with the retention of students. Commencing Fall 2008, there will be a Learning Community cohort as well as seeding for the Honors program.

Name & Description of program / service	In Hall Academic Advising
Intended outcome	Incrementally expand academic advising contacts in the residence halls (10% increase each semester).
Measurement	Collect contact data from each advising session.
Timeline	Ongoing each semester.
End of 2007/08 Progress Report	<p>Much of this goal has changed in terms of the mandatory frosh advising. There is difficulty in taking the Advising staff and spreading them into different locations on a regular basis due to intense workloads in a relatively short period of time. Our faculty member in residence continued with the evening program of in hall advising during the fall semester.</p> <p>In spring 2008, Housing staff met with Advising and EOP leadership to discuss various strategies which would enhance advising services for students. The group will meet again to discuss cross-training opportunities, opportunities for working summer bridge and segueing into advising, look at changing job responsibilities for live-in staff to possibly include advising, investigate internship opportunities in the Higher Education Leadership Program.</p> <p>Schedule opportunity for further dialogue fall 2009.</p>

Name & Description of program / service	Resident Advisor “Theory to Practice”
Intended outcome	Provide Resident Advisors a means to review and assess their personal growth and how this growth impacts the student communities they serve.
Measurement	Conduct pre- and post-tests with Resident Advisors to discern their comfort levels dealing with issues such as: conflict mediation, ethical decision making, role modeling, enforcement, policies, advocacy, and self-awareness.
Timeline	2005/06 academic year.
End of 2007/08 Progress Report	This goal has been absorbed into the Housing Department assessment plan.
Next Steps	No further steps within 2010 anticipated.

Theme Two – Build a Welcoming Campus

Name & Description of program / service	In Hall Orientation Program Inventory
Intended outcome	Produce, publish and distribute an inventory of orientation

	type programs.
Measurement	Complete a participant log with estimated numbers in attendance. Assess value and need for improvement.
Timeline	Survey resident involvement at end of Fall '07 semester.
End of 2007/08 Progress Report	Data regarding resident programming is compiled each semester.
Next Steps	Continue with data compilation each semester.

Name & Description of program / service	Residence Hall Parent Welcome
Intended outcome	Increase the level of parent participation in Residence Hall "welcome" activities. Develop a parent website concerning housing events/activities/objectives.
Measurement	Collect attendance data and website hits. Assess satisfaction.
Timeline	Each fall opening for personal contacts and Spring '06 for website.
End of 2007/08 Progress Report	Parent website and fall opening activities continue. Housing is a presence at all campus activities which include parents and families. The goal is to help parents partner with the institution. Parents seem to appreciate the frank and open dialogue about letting go and efforts we make in furthering development beyond "intellectual."
Next Steps	Continue with current activities and support campus in moving closer to a fully developed parent program.

Theme Three – Create a Dynamic Physical Campus

Name & Description of program / service	Expand and improve on-campus housing. Sacramento State will expand its on-campus student housing facilities (in a sequential process that is likely to include three separate phases) to better meet the diverse needs of contemporary students.
Intended outcome	Construction of additional suite/apartment style housing to accommodate up to 2,500 students.
Measurement	Anderson-Strickler, a national consulting firm, has been retained (July 2005) to conduct a comprehensive study of the student demand for, and financial feasibility of, both renewing and increasing the inventory of on-campus university student housing. A detailed development plan and financial proformas will be included in a January 2006 report.
Timeline	The campus plans to present its housing proposal to the CSU System-wide Housing Proposal Review Committee in January 2006 and then to the CSU Board of Trustees for

	final approval in March 2006.
End of 2007/08 Progress Report	Construction is mobilized and foundation work and framing commenced spring 2008. Project continues to move along smoothly. CRBs which have been proposed thus far have been within reason and reach. Pricing and marketing plans will be completed by September 2008. Interior palettes/products are near completion. We are still very close to the attainment of Leed Silver.
Next Steps	Work on the budget and staffing for the new facility, procure group II furnishings, fall 2008

Questions regarding the programs and outcomes delineated in this section should be addressed to Cynthia Cockrill, Housing and Residential Life, 278-6655, cockrillc@csus.edu

Multi-Cultural Center

Theme One - Foster Excellent Academic and Student Programs

Name & Description of program / service	Multi-Cultural Center (MCC) Promote cultural pluralism and social justice
Intended outcome	Increase awareness/appreciation of issues that impact diverse communities
Measurement	2007-08 Assessment Plan
Timeline	Starting 2007
Progress as of January 2008	Although the MCC has been in transition since December 2005 it has continued to sponsor programs and provide services designed to address the needs of the campus' diverse population.
Next Steps as of January 2008	After two years of interim Directors, a permanent Director was hired in January 2008. Under her leadership the MCC's vision, mission and core values statements will be revised.

Name & Description of program / service	Multi-Cultural Center (MCC) Promote cultural pluralism and social justice
Intended outcome	Partner with faculty, staff and students to enhance the campus community's understanding and appreciation of cultural and life style differences.
Measurement	Assessment instruments
Timeline	Fall 2007 – Spring 2008
Progress as of January 2008	The MCC has worked collaboratively with faculty to co-sponsor programs during the current academic year. Due

	to a course schedule change, ETHN 196M Leadership in the 21 st Century (that was to be taught in the MCC) was cancelled.
Next Steps as of January 2008	The new Director is meeting a number of faculty members, but next steps have not been determined yet.

Theme Two - Build a Welcoming Campus

Name & Description of program / service	“Welcome Week” Activities and Publicity Campaign Posters, flyers and State Hornet ads were used throughout the semester to promote various MCC events.
Intended outcome	To increase student use of and participation in MCC programs and services
Measurement	Conduct a survey during spring semester.
Timeline	Fall 2007 – Spring 2008
Progress as of January 2008	In the short period of time that the new Director has been here, student use of the MCC has improved.
Next Steps as of January 2008	Develop better methods to inform and engage the campus community

Theme Three - Create a Dynamic Physical Campus

Name & Description of program / service	Refurbish MCC
Intended outcome	Enhance the look and feel of the MCC so that it is appealing to diverse groups of students.
Measurement	Completed refurbishments
Timeline	Spring 2008 – Fall 2008
Progress as of December 2006	Furniture will be ordered prior to the end of the fiscal year and carpet replaced during the summer.
Next Steps as of January 2008	Continue to work with Student Affairs and Facilities Services to schedule refurbishments

Theme four - Develop Community Support

Name & Description of program / service	Community Outreach
Intended outcome	Involve the Sacramento community through participation on the MCC Advisory Board
Measurement	Open community MCC Advisory Board seats filled
Timeline	February 2007- June 2008
Progress as of	The Sacramento community members who were

January 2008	recommended by the President's Office were contacted. Three of four have been seated.
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Questions regarding the programs and outcomes delineated in this section should be addressed to Edward Jones, Associate Vice President for Student Affairs, 916-278-6060, jonese@csus.edu.

Outreach, Admissions & Records

Theme One – Foster Excellent Academic and Student Programs

Name & Description of program / service	Timely decisions and notification of admissions.
Intended outcome	All applicants applying for admissions within the priority filing period (Oct/Nov) will receive an admission decision by April 1 st (the national standardized date).
Measurement	A daily tracking report of admissions decisions will be utilized to assess progress towards this goal.
Timeline	April 2006.
Progress as of September 2007	This goal was not achieved due to processing delays experienced while implementing a new administrative software system.
Next Steps as of September 2007	The new system is now implemented and new business processes are in-place to allow for much more timely admission. Currently, eligible students are notified of their conditional admission status within two weeks of the receipt of their completed application. 300 Fall 2008 students were admitted by October 10, 2007.
Progress as of May 2008	As of May 30th 2008 the office has achieved 99% of its admissions goals for first time freshman and 90% for transfers.

Name & Description of program / service	Timely completion of transfer credit evaluation (TCE).
Intended outcome	All first-time transfer students who have confirmed their intent to enroll will have a completed TCE prior to the end of their first semester at CSUS.
Measurement	Utilization of accurate tracking system for all transfer students' academic records.
Timeline	Fall 2005.
Progress as of September 2007	All first time transfer students for the Spring 2006 term were provided an official transfer credit evaluation within the first semester of enrollment. This marked a major achievement that had not been attained in at least twelve years.

Next Steps as of September 2007	New transfer students admitted Fall 2007 will have their official transfer credit evaluation completed before November 19, 2007 (the first day for Spring 2008 registration). The next goal will be to provide completed transfer credit evaluations prior to the start of semester for all new students.
Progress as of May 2008	New transfer students for Spring 2008 with completed files had their TCE completed before the beginning of the term. Work on Fall 2008 TCEs commenced in Feb 2008. This new service is fully implemented.
Name & Description of program / service	Provide electronic and web-based communication and services to prospective, new and continuing students.
Intended outcome	Achieve full utilization of e-mail, web and online messaging. SacNote will be the primary form of communication between OAR and new and continuing students.
Measurement	A review of the number of postal mail communications converted to e-mail or the web will be utilized to assess the extent to which this goal has been achieved.
Timeline	Completion by Fall 2007.
Progress as of September 2007	The office has progressed well toward achieving this goal. Fifty percent of communications with students are now done via email or the web. CMS will also have a web based portal for students to access updates and information on a wide variety of services and resources pertaining to Admissions, Financial Aid, and graduation.
Next Steps as of September 2007	OAR introduced blog pages and message boards for Fall 2007. Chat events are planned for November and December 2007 allowing prospective students to ask questions and get real time responses from CSUS students.
Progress as of May 2008	Over 75% of outgoing communication to students in the admissions funnel is web based or electronic based. This program is fully implemented.

Name & Description of program / service	Prospective student data-tracking and communication coordination.
Intended outcome	Create an integrated system/database that captures prospective student information and interfaces with other prospective student databases, with full integration of communication to prospects into the OAR communication funnel.
Measurement	The ability to capture and utilize prospective data and to effectively communicate with these students will be the measure of our success.
Timeline	In progress.

Next Steps as of January 2008	Enhance prospective student communications and collect additional data that will allow more refined recruitment efforts with groups of students (i.e. by area of interest, etc.). Additionally, for CSU to break into additional markets outside the Sacramento region, suspect names will be purchased for targeted areas in Southern California and Western University Exchange States.
Progress as of May 2008	The recruitment team continues to record the names and addresses and email of prospective students via person to person contacts or through our on-line inquiry card. Efforts are now underway to capture this information at many of our larger events.

Theme Four – Develop Community Support

Name & Description of program / service	Create and publicize a coordinated community relation schedule.
Intended outcome	Publicize many of the community-based outreach activities on a single, master calendar.
Measurement	The identification and centralization of these events on a master calendar.
Timeline	Completion in Fall 2005.
Progress as of September 2007	This has been completed and posted for counselors to view and utilize for future planning.
Next Steps as of September 2007	OAR will send communications to key community contacts including a link to the events calendar as important events approach. Additionally, OAR will begin to develop a relationship with alumni groups in the community.
Progress as of May 2008	Upkeep of this calendar has been on hold as the staff person assigned to this project has been out on medical leave. The project will resume in Fall 2008.

Name & Description of program / service	Improve communication between CSUS and its top feeder schools and colleges.
Intended outcome	Better utilize electronic messaging to strengthen relations with feeder schools and colleges.
Measurement	Develop and distribute an electronic newsletter to solicit feedback from target audiences.
Timeline	Completion by Fall 2006.
Progress as of September 2007	A community college counselor's conference was hosted on the CSUS campus this past Spring semester with counselors from our top 15 feeder community colleges in attendance. Letters go out each term updating counselors and other key staff from these feeder schools on their assigned CSUS

	representatives.
Next Steps as of September 2007	An electronic newsletter was not initially developed as technical resources were needed for the administrative software conversion. However, an alternative approach is being evaluated for Spring 2008.
Progress as of May 2008	In addition to a new “seasonal” recruitment team to reinvigorate outreach efforts to high schools and community colleges the office launched its first electronic newsletter for high school and community college counselors.

Questions regarding the programs and outcomes delineated in this section should be addressed to Emiliano Diaz, Admissions & Outreach, 278-3901, diaze@csus.edu.

Psychological Counseling Services

Theme One – Foster Excellent Academic and Student Programs

Name/Description of Program/Service	Research and Evaluation Program: Outcome PCS will implement a new comprehensive therapy outcome questionnaire. The data will be used to track changes in overall functioning, symptom reduction, and impact on academic performance.
Intended Outcome	In administering this questionnaire, therapists will obtain data which may increase positive therapy outcomes (e.g., symptom relief, increased academic performance, and retention.)
Measurement	PCS will use the new nationally-endorsed Counseling Center Assessment of Psychological Symptoms (CCAPS), developed at the University of Michigan, beginning in 2008. In the meantime, PCS administers its own Outcome & Satisfaction Survey. Students take the survey on a PDA, with results analyzed via Student Voice technology.
Timeline	PCS will begin administering the CCAPS in Fall 2008.
Progress as of May 2008	Data have now been collected for two academic years with the PCS-developed Outcome and Satisfaction Survey. In Fall 2008 PCS will begin administering the CCAPS. This allows for increased outcome measurement and benchmarking with other institutions.
Next Steps as of May 2008	During Summer 2008 PCS will add self-service kiosks that will facilitate administration of the CCAPS. PCS will administer this instrument to students in Fall 2008 at

	intervals of three to four sessions. Also, the Outcome & Satisfaction Survey will be modified to focus only on satisfaction topics.
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Name/Description of Program/Service	Web, Outreach and Groups Coordinator. PCS will create a new coordinator role to enhance group therapy and outreach programs and to expand PCS' on-line self-help materials.
Intended Outcome	The goal of adding a coordinator position is to increase the number of groups and outreach programs and to increase the amount of quality self-help material on the PCS web site.
Measurement	PCS staff will conduct a qualitative and quantitative review of group, outreach, and on-line programs at the end of each academic year. In addition, students evaluate PCS workshops with the PCS Workshop Evaluation Form.
Timeline	The Coordinator was selected in Fall 2007. Program enhancement will occur by the end of this academic year.
Progress as of May 2008	In 2007-2008, PCS added a second workshop (series.) In addition, attendance at the standard Test Anxiety Workshop increased each time it was offered. PCS offered only one group in 2007-2008, down slightly from the previous year. Also, this group took longer to start than usual. PCS made some minor modifications to its website and also purchased a report on ways to specifically improve counseling center websites.
Next Steps as of May 2008	PCS will use advertising data to continue to increase workshop attendance. PCS staff will discuss at its Fall Planning Meeting ways to expand its group program. PCS will review material in the web report and begin modifications to its website in the summer, continuing into the fall.

Name/Description of Program/Service	Fit HELP Program This collaborative PCS-Student Health Center (SHC) venture is a medically supervised program that provides integrated fitness, nutrition, education, and psychological services to students.
Intended Outcome	This program advances student wellness through the promotion of healthy lifestyles and the removal of health impediments to academic success. Specifically, Fit HELP aims to improve the follow-through rates to health

	psychology, increasing the number of students seen by the Health Psychologist. The staff will analyze baseline data from the program's first year to guide further program development, develop and implement a patient satisfaction tool, hire a new dietician, and create a treatment protocol for students with disordered eating.
Measurement	PCS and SHC staff will review utilization and services at the end of the academic year.
Timeline	The expanded Eating and Healthy Weight Program (EHWP) re-opened November 2006, and the focus of the year was program development. In May 2007, the name was changed from EHWP to Fit HELP (Fitness, Healthy Eating, & Lifestyle Program.) With its second year just completed, the program continues to offer direct client services, health education & wellness programming, as well as participation in outreach on campus.
Progress as of May 2008	Fit HELP staff developed program forms, treatment protocol, and educational materials. The staff engaged in substantial marketing projects and provided direct services to over 300 students. Fit HELP provided new presentations for an estimated 1900 students. Fit HELP conducted three workshops in Spring term on Body Image ("Body Image Spring Training.") The health psychologist and PCS pre-doctoral interns provided service to over 40 students (for 208 sessions.) Direct service provision to students was up 40% from the previous year. Finally, preliminary satisfaction data were collected on health psychology services at the end of Spring 2008.
Next Steps as of May 2008	Upcoming plans include the consolidation and further development of services, including the Health Psychology program, discussion of care protocols for eating disorders, and further development of satisfaction and outcome measures.

Theme Two – Build a Welcoming Campus

Name/Description of Program/Service	Research and Evaluation Program: Satisfaction PCS plans to develop and utilize a comprehensive client satisfaction questionnaire.
Intended Outcome	The goal is to increase student satisfaction with services.

Measurement	PCS will administer the newly created PCS Outcome & Satisfaction Survey. This survey is taken on a PDA with assistance from the Student Voice organization.
Timeline	PCS will continue to administer the survey to all willing clients for four separate two-week periods throughout the year.
Progress as of May 2008	To date, PCS collected two years of data. 75% more students completed the survey in 07-08 compared to 06-07.
Next Steps as of May 2008	PCS plans to continue to utilize the newly developed PCS Outcome & Client Satisfaction Survey. Data will be analyzed via Student Voice reports. When PCS later implements the CCAPS (see Theme One), PCS will then modify the Outcome and Satisfaction Survey to include only Satisfaction items, as outcome items will be included on the CCAPS.

Theme Three – Create a Dynamic Physical Campus

Name/Description of program/Service	Create a satellite drop-in PCS clinic in the future Recreation & Wellness Building. Although this is a future move, planning is currently underway. This move will provide a space with increased visibility, potentially less stigma, and an increased focus on wellness.
Intended Outcome	The goal of placing the drop-in clinic in this building is increased utilization of psychological services, specifically a 5% increase in drop-in clients at the satellite clinic.
Measurement	PCS will measure the number of satellite drop-in clients.
Timeline	The expected opening date is Fall 2010.
Progress as of May 2008	SHC staff consulted with PCS regarding location of office and other design details.
Next Steps as of May 2008	PCS staff plan to discuss in 08-09 year ways to use the new space for maximum effectiveness and least disruption to current services.

Theme Four – Develop Community Support

Name/Description of Program/Service	Become an elective rotation site for UC Davis Medical Center psychiatric residents. PCS will provide training for up to three UC Davis Medical Center fourth-year residents.
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Intended Outcome	PCS will increase its psychiatric and psychological services, while at the same time increasing its training program and diversity of type of provider on staff.
Measurement	PCS will initially measure the number of new psychiatric residents placed at PCS, as well as interested candidates. In addition, PCS will measure the increase in psychiatric services available for students.
Timeline	Residents will start providing services at PCS in Summer 2008.
Progress as of May 2008	Residents were contacted, and three indicated interest. We expect them to start this summer.
Next Steps as of May 2008	PCS staff will work to refine this new residency program, including developing evaluation forms and triage protocols to assign patients to the residents.

Name/Description of Program/Service	Become a practicum training program for doctoral level students. PCS will provide training for three advanced practicum students, contingent on availability of office space.
Intended Outcome	PCS will increase, by three, the number of “therapists-in-training” who can provide direct services to Sacramento State students. The PCS training “class” will increase the diversity of experience and enhance the exchange of ideas among staff.
Measurement	PCS will undertake a qualitative review of the practicum program.
Timeline	During 2008-2009 PCS staff will focus on a logistical assessment of the practicality of such a program. The program would begin approximately Fall 2010.
Progress as of May 2008	This program continues to be a long term goal. To date, PCS staff briefly discussed logistical issues.
Next Steps as of May 2008	PCS plans to pilot a practicum program by having one practicum student during Fall 2008. During 2008-2009, PCS expects a site visit for accreditation of its training program by the American Psychological Association (APA.) Practicum training will likely occur within the context of APA accreditation.

Questions regarding the programs and outcomes delineated in this section should be addressed to Bert Epstein, Director, Psychological Counseling Services, epsteinb@csus.edu.

Student Activities

Theme One – Foster Excellent Academic and Student Programs

Name & Description of program / service	Develop and implement a multi-faceted Leadership Education program designed to increase student involvement on campus. This comprehensive program will include opportunities to develop competencies associated with effective leadership and provide training, education, and experiential activities.
Intended outcome	Students develop competencies for effective leadership.
Measurement	Students, faculty and staff will be identified and invited to participate in a campus-wide work group to review current leadership education programs and assess the effectiveness of the overall campus leadership program (CAS recommendations).
Timeline	Fall 2008.
Progress as of June 2008	A series of initial “Conversations on Leadership” have begun. While the core group of 8 -12 participate on a regular basis, minutes and information is shared with over 50 individuals within the university community. Report entitled “Premise for a Comprehensive Leadership Education program” is being used in part for a base of discussion. The core group is attempting to indentify competencies of leadership from which to build assessment programs.
Next Steps as of June 2008	Students, Faculty, and Staff will continue to discuss competencies from a variety of sources to determine appropriate competencies for Sacramento State. Once identified, priorities will be set and recommended to the President. Group members are eager to secure backing of University President on direction/model for the program.

Name & Description of program / service	Promote student events, especially those that are directly aligned with the academic mission of CSUS.
Intended outcome	Continue to post organization flyers and expand listing of upcoming activities on the Student Activities website calendar. Produce a brochure for each College that lists related co-curricular organizations and the contact information for these groups.

Measurement	Track the number of posters/flyers posted in kiosks, the number of events sponsored by departmental and professional organizations, and the number of items submitted for the SA web calendar to determine patterns of growth or decline over a period of time.
Timeline	Ongoing.
Progress as of June 2008	During Fall 2007, Student Activities purchased at least a quarter page advertisement in each edition of <i>The State Hornet</i> to promote upcoming activities. This did not produce the expected results and was discontinued. Students are using more electronic means of communication and promotion of events and less print materials. As part of a new online data management program recently purchased, we will be able to offer organizations a means of calendaring activities for anyone to view.
Next Steps as of June 2008	We have just purchased a data management program, OrgSync and expect to have it implemented by September 2008. We are also looking to launch <i>Sac State-Tube</i> as an encouragement for students to upload information or promotions for their organizations.

Name & Description of program / service	Work with Career Services to better prepare students for hosting effective career-related events.
Intended outcome	Develop "how-to guide" for hosting career fairs and post the guide on Student Activities and Career Center web page.
Measurement	Survey, focus groups.
Timeline	May 2006.
Progress as of June 2008	This is no longer a project of the Career Center. Funding of the project is no longer available.
Next Steps as of June 2008	Project is on indefinite hold.

Name & Description of program / service	Offer an array of practical and conceptual leadership programs/workshops. Deliver these programs via presentations and on-line formats.
Intended outcome	Increased participation in leadership programs.
Measurement	Install counters on specific pages of our web site and continue to compile registration data on attendees.
Timeline	Ongoing.
Progress as of June 2008	SA has offered Leadership Education workshops in a variety of formats over the years. In August 2007, SA presented a one-day program to provide information and

	training to current student leaders and over 100 students participated. Spring 2008 Leadership Conference, featured a nationally known speaker, Lt. Col. Consuelo Castillo Kickbush (Retired) as a keynote speaker. She had a powerful impact on many of the students. The Leadership Conferences were in addition to the 34 Nuts and Bolts workshop for student leaders. This year 1,480 evaluations were returned, up from 843 last year. A MIS senior project did not result in a usable product when completed.
Next Steps as of June 2008	Tom Carroll has been assigned more specific duties regarding our website development. With the implementation of OrgSync, we expect to be implementing a number of 'tracking systems'. In addition, Tom has technological skills to make some of our programs available online.

Name & Description of program / service	Continue to implement a well-rounded recreational program.
Intended outcome	Increase the number of recreational programs planned and presented by student organizations.
Measurement	Track participant numbers.
Timeline	Ongoing.
Progress as of June 2008	Ken Morton and Ryan McCallum continue to offer a well-rounded Recreation Program for our campus in spite of limited access to facilities. The Open Recreation Program draws over 3,000 students each week, an increase of 50% from last year.
Next Steps as of June 2008	We are in a holding pattern until the Director of the RWC is announced in June. Once the director is hired, staff will rewrite job descriptions, expectations, and transition dates for the Recreation Program.

Theme Two – Build a Welcoming Campus

Name & Description of program / service	Introduce new students to the types of programs offered by Student Activities and Recreational Sports.
Intended outcome	Offer the "Getting Involved" session during Summer Orientation. Have staff information tables present during the orientation lunch period.
Measurement	Tally the number of students who stop by any of the Student Activities related tables during the lunch period.
Timeline	Ongoing.

Progress as of June 2008	The “Getting Involved” presentation is well-attended during Transfer Orientation where attendance is optional. SA expects a good turnout during Freshman Orientation, since it is the only workshop offered during this particular timeframe. Tom Carroll has revised the program from last year; it includes new video clips and updated student pictures. There is a steady flow of students at the Student Activities tables during the lunch period. Stopping to tally the traffic flow would be a deterrent to interaction. We may explore use of a hand-held counter, but this may also serve as a deterrent to communication. This is an ongoing project. The program was optional for transfers and required for all Freshmen. The theme was changed to <i>SacState-Tube</i> to remain current and relevant to students.
Next Steps as of June 2008	The program, similar to the 2008 Summer Orientation presentation, will be offered in November for incoming Spring 2008 students.

Name & Description of program / service	Assist in the development of a Greek Alumni Program.
Intended outcome	Help the campus increase friend and fund raising opportunities within the Greek community.
Measurement	It takes a minimum of 25 persons to establish a separate alumni chapter.
Timeline	Fall 2008 and On hold.
Progress as of June 2008	Tom Carroll, Gary Davis and Lou Camera met during summer 2007 to discuss ways Alumni Affairs and Student Activities can collaborate on programming. The result was an increase from Student Activities in Homecoming Planning, a mailing to Greek Alumni by the Alumni Office, a Greek-row for the Homecoming Tailgate Party, and a Student Activities sponsored “Happy Birthday Herky” poster contest. The campus-photo was also coordinated on behalf of the campus in collaboration with University Advancement.
Next Steps as of June 2008	Like the Orientation Program, this is an on-going project. Student Activities will again sponsor the campus photo as part of Homecoming as well as the “Poster Contest.” We are hopeful that the new Alumni Director will agree to help identify alumni leaders in various fields to begin a co-sponsored Leadership ‘began’ here poster campaign utilizing current photos and statements about

	an alums leadership experience that began as a Sac State student.
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Name & Description of program / service	SA will continue to serve as an intermediary between culturally-based student organizations and the Outreach staff. Student Activities will work with cultural organizations to sponsor/house programs aligned with outreach services.
Intended outcome	Expose diverse groups of middle and high school students to collegiate life in general and Sacramento State in particular.
Measurement	Track the number of presentations made by culturally-based student organizations in area schools and Sacramento State to promote higher education opportunities.
Timeline	Ongoing.
Progress as of June 2008	As with many other goals, this is an ongoing program for our office. While many of our organizations continued to sponsor and/or host community groups to campus, there was no official tracking program in place to report on at this time.
Next Steps as of June 2008	Tracking responsibility will be assigned to Karlos Santos-Coy, program advisor for culturally based organizations.

Name & Description of program / service	Student Activities will raise extramural funds to support programs sponsored by the department. These initiatives will be planned with the assistance of University Advancement.
Intended outcome	SA will generate \$15,000 to support new endeavors which are not currently funded by the University.
Measurement	Collection of funds.
Timeline	Ongoing.
Progress as of September 2007	SA has exceeded its initial goal in this area, having been able to raise \$17,500.00 by Fall 2007. Student Activities fundraising depends on a variety of vendors coming to campus. Actual cash raised may be decreased since some campus agreements may decrease Student Activities abilities to attract other vendors. Since spending cannot be approved until the money is generated, the Fall 2007 revenue will support the 2008-2009 leadership activities.
Next Steps as of June 2008	Ability to collect funds from vendors is affected by the economy. Currently, there is a diminished interest to pay for outside space when indoor space is provided free to

	<p>vendors, including those with ATM machines in the Union.</p> <p>Based upon expected results from an assessment of our Leadership Education programs (to be conducted in Fall 08), SA expects to be able to identify specific programs for potential donors. Once such programs are identified, SA will be in a better position to meet with University Advancement to chart a possible fund raising campaign. While we have been somewhat successful with on-campus grant writing, we will need to seek additional funds or donors for specific programs.</p>
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Questions regarding the programs and outcomes delineated in this section should be addressed to Lou Camera, Student Activities, 278-6595.
camerala@csus.edu.

Student-Athlete Resource Center

Theme One – Foster Excellent Academic and Student Programs

Name & Description of program / service	Mandatory Major Advising Require all declared student-athletes and/or those in their 5 th full-time semester to meet with a major advisor.
Intended outcome	Increase student-athlete participation with major advisors and better advise student-athletes in their progression toward graduation.
Measurement	Student-athletes will provide the SARC staff with a copy of the Major Advising document that must be signed by an advisor from their major department.
Timeline	Pilot program - Spring 2006; full implementation Fall 2006.
Progress as of June 2008	In 2007-08 we had all sports participate in this process. As of 6/1/08, 77.8% of our required student-athletes met with a major advisor during the academic year (seniors excluded).
Next Steps as of June 2008	We will continue this process for 2008-09 and are asking student-athletes to meet with their major advisors prior to March 1 st 2009 in order to best prepare for registration in 2009-10. This program is fully implemented.

Name & Description of program / service	Student-Athlete Graduation Evaluations Collaborate with Admissions & Records to prepare a staff
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	member with the necessary skills to perform graduation evaluations.
Intended outcome	Assist the Degree Evaluations Office with their workload and improve the level of advising service provided to senior student-athletes, allowing the SARC staff to better monitor the graduation progress of individual student-athletes
Measurement	Workload lists generated by Student System Support.
Timeline	On-going.
Progress as of June 2008	Laurie Dahlberg continues to process the graduation evaluations on all student-athletes (approximately 80 per year). This process is now a part of her regular workload; having a SARC employee directly involved allows a quicker turnaround of documents. This process has also enhanced the advising experience for student-athletes by confirming graduation requirements at an earlier date.
Next Steps as of June 2008	Continue to work with Degree Evaluations and Admissions & Records as CMS automation begins to enhance processing of graduation evaluations. This program is now fully implemented.

Theme Two – Build a Welcoming Campus

Name & Description of program / service	Student-Athlete Mandatory Orientations Expand the current four-hour mandatory Student-Athlete orientations to include programming in life skills and health-related topics.
Intended outcome	Provide new Sacramento State student-athletes orientation topics beyond academic and athletic eligibility requirements; presentations on student development and health will improve student-athletes' overall campus experience.
Measurement	Track participation based on new student-athlete rosters submitted by head coaches and indirect surveys of student feedback.
Timeline	On-going.
Progress as of June 2008	Summer 2007 was the second summer that Mark McGushin coordinated with health educators and other related contacts to organize a life skills orientation for new student-athletes. Mark offered three sessions in August 2007 to accommodate approximately 100 new student-athletes, with positive overall feedback from participating student-athletes.
Next Steps as of June 2008	After the August presentations, the staff involved reviewed and evaluated any necessary adjustments or

	changes for future sessions. Survey responses and post-session quiz results from student-athletes confirmed the effectiveness of these sessions. We are planning for our third year of these presentations as we move into August 2008. This program is fully implemented.
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Name & Description of program / service	Student-Athlete Resource Center website Create a comprehensive website that includes the three primary areas of the Student-Athlete Resource Center – academics, life skills, and NCAA compliance.
Intended outcome	Provide improved access for current and prospective student-athletes to the services available to them from the SARC Coaches and staff will also benefit with easier access links to forms, NCAA websites, and national student-athlete academic data (graduation rates, & Academic Performance Rates).
Measurement	On-line access to the SARC website by use of any personal computer.
Timeline	Fall 2006 and on-going updates.
Progress as of June 2008	Website is on-line and receiving steady use: http://saweb.csus.edu/students/sarc We are monitoring weekly usage via Statcounter.com. The SARC website is averaging 60 hits a week, mostly by continuing users.
Next Steps as of June 2008	The SARC will continue adding content in all areas related to academic support, life skills, and compliance. Student Affairs IT personnel will continue to be the primary webmasters for the SARC website. This program is fully implemented.

Name & Description of program / service	Major Department Outreach Collaborate with various department faculty (via department meetings) in the most common/popular student-athlete majors.
Intended outcome	Introduce the SARC staff to more faculty and staff on campus in order to improve networking relationships and to better inform the campus community of the comprehensive services of the new SARC.
Measurement	Feedback from Chairpersons & faculty.
Timeline	On-going.
Progress as of June 2008	Met with Learning Skills Center staff/administrators, English Department Chair and Vice-Chair in Spring 2007. Followed-up by Fall 2007 meetings with Communications Studies and Kinesiology Chairpersons.

Next Steps as of June 2008	Continue to select additional departments and arrange Chairperson meetings. The main objective of this effort is to “advertise” the SARC and to build stronger department relationships. Beginning in Fall 2007, Student Affairs AVP, Ed Mills accompanied the SARC staff in these meetings to help promote the overall commitment to recruitment and retention. We will target additional departments for 2008-09.
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Name & Description of program / service	Athletic Admissions Counselor & Initial Eligibility Coordinator position Collaborate with the Director of Admissions & Records and the Interim Assistant Vice President for Student Affairs to re-locate the Athletic Admissions counselor position to an improved location.
Intended outcome	Improve access to this position for student-athletes, coaches, prospective student-athletes and their parents. Increase the level of privacy available for this position for discussing sensitive admission issues with individual student-athletes.
Measurement	Position physically re-located by the timeline due date.
Timeline	Fall 2006.
Next Steps as of June 2008	Process completed. Further monitoring with coaches may be necessary to ensure Josh continues to be accessible to coaches during important admissions and eligibility times throughout the year.

Name & Description of program / service	Student-Athlete Resource Center Service Model The SARC is a 12-month department providing services and support for both in- and out-of-season student-athletes. All areas within the SARC offer both appointment and “drop-in” opportunities for student-athlete’s specific needs. Student-athlete academic advising is available at convenient times designed to service and benefit student-athletes with morning and early-afternoon access that does not conflict with practice. Our academic/computer lab is available an average of 60 hours per week during each semester.
Intended outcome	Provide the most useful access for supporting student-athletes’ academic, compliance, and life skills needs.
Measurement	Review daily sign-in sheets to monitor student-athlete traffic-flow and review annual customer surveys.
Timeline	Ongoing every semester.
Progress as of June	The current service model continues to provide student-

2008	athletes excellent access to all SARC services. Various daily office schedules that emphasize early morning (7am) access allow for student-athletes' busy afternoon schedules. Our academic/computer lab also continues to supplement the other campus labs. The SARC lab is open 4 days a week until 9pm.
Next Steps as of June 2008	Maintain and monitor current model. Continue to accept feedback from both student-athletes and coaches. This service is fully implemented.

Theme Four – Develop Community Support

Name & Description of program / service	High School Presentations & College Nights The SARC staff routinely attends events within the community to discuss NCAA and academic topics with high school teachers, administrators, coaches, parents, and prospective student-athletes. (NCAA rules require these visits be as invited guests and not at the SARC's initiative.)
Intended outcome	Improve networking and relationships with the external community and provide accurate information on NCAA rules and academic requirements; describe the overall student-athlete experience to clarify expectations.
Measurement	Collect written and verbal feedback from community members and educators in attendance.
Timeline	Ongoing every academic year.
Progress as of June 2008	In 2007-08 the SARC staff visited five schools to make rules education presentations.
Next Steps as of June 2008	Continue to offer our services and expertise to schools and organizations annually (as requested/invited).

Name & Description of program / service	Compliance & Rules Education Outreach The SARC's area of NCAA Compliance provides educational opportunities to various populations internally to athletics and externally to the University. Annually, the SARC conducts: three educational sessions for University departments and/or support services programs; four off campus education sessions for the community; one session for athletic interests (athletic boosters, etc); monthly coach's compliance meetings.
Intended outcome	Place the University in a proactive position by educating, overseeing and monitoring and insuring the Athletic Department's NCAA and affiliated athletic conference rules compliance.

Measurement	Review effectiveness with presentation surveys and direct measurement learning outcomes quizzes.
Timeline	Ongoing every academic year.
Progress as of June 2008	Over the past three academic years, Katherine Zedonis and Tina Westerhold have connected with staff in the Bookstore, Residence Halls, and Financial Services. During her process to establish formal relationships in these departments she is able to include NCAA-related rules education that pertains to those areas. Coaches' Compliance meetings are conducted 6-7 times per year. Survey data from 2007-08 Compliance Meetings is presently available for review with Katherine at katherinekzedonis@csus . The final rules education activity for 2007-08 included a presentation to one of the Athletic Department's alumni booster groups. This included a short, five question post-presentation quiz that was successfully completed (80% or higher) by all boosters in attendance.
Next Steps as of June 2008	This outreach will continue in 2008-09 with various groups as needed/requested.

Questions regarding the programs and outcomes delineated in this section should be addressed to Paul Edwards, Director of the Student-Athlete Resource Center, 278-7796. edwardsp@csus.edu.

Student Health Center

Theme One – Foster Excellent Academic and Student Programs

Name & Description Of Program/Service	Optometry Services – The Sacramento State Student Health Center has partnered with the UC Berkeley School of Optometry to offer a full range of vision care. Services include comprehensive vision exam, assessment of visual and neurological systems, glaucoma testing, referrals to specialists and an “Eye Wear Center” with contemporary designer eyeglass frames and lenses. Optometry services are provided by the faculty and senior interns of the UC Berkeley School of Optometry.
Intended Outcome	To ensure students, staff and faculty have access to quality primary vision care at reduced or no cost.
Measurement	Track the number of students, staff and faculty using optometry services. Evaluate the demand for services to determine whether to increase services from two to three or more days per week. Develop a user survey to evaluate satisfaction and perceived quality of services.

Timeline	Academic year 2006-07
Progress as of September 2007	Optometry services were expanded to include staff and faculty.
Next Steps as of September 2007	Discuss and evaluate services with UC Berkeley faculty to determine the next steps to expand based on utilization.

Theme One – Foster Excellent Academic and Student Programs

Name & Description of Program/Service	Family PACT – comprehensive family planning services including prevention, education, clinical and treatment.
Intended Outcome	To provide low income students at Sacramento State access to health education, counseling and family planning services; to reduce unintended pregnancy, improve student' reproductive health and assist in keeping students in school (retention/student success).
Measurement	Conduct a thorough evaluation of the Family PACT Program.
Timeline	Continuous
Progress as of June 2007	Developed criteria and conducted evaluation of the Family Pact program to determine the program's effectiveness. The Student Health Center received positive marks for the Family PACT program from AAAHC accreditors and an independent auditor from the State of California. Students continue to report positive behavior changes and strong satisfaction with services provided through this program.
Next Steps as of June 2007	Continue to evaluate the program and identify additional measures for evaluation.

Theme Two – Build a Welcoming Campus

Name & Description of program / service	Offer culturally sensitive/considerate health care services.
Intended outcome	Health Center professionals will provide medical care and health services to college students in a manner that resonates with the diversity of our students.
Measurement	Survey tool.
Timeline	Conduct educational/training programs in the 2007-08 academic year.
Progress as of June 2007	The Student Health Center identified and purchased professional training materials.
Next Steps as of	Develop a diversity needs assessment for the SHC staff

December 2006	during the fall 2007 semester. Follow up with a plan for staff development on diversity in health care by Spring 2008.
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Questions regarding the programs and outcomes delineated in this section should be addressed to Joy Stewart-James, Director, Student Health Center, 278-6035, or at jsjames@csus.edu

University Union

(Supported by the University Union's annual strategic plan and budget.)

Theme One – Foster Excellent Academic and Student Programs

Name & Description of program / service	Create a student employee program that focuses both on the needs of the customer (e.g. Union user) and on financial, academic and developmental needs of the student employee.
Intended outcome	Review Student Wage Scale for appropriateness and success in attracting the best student employees. Measure the semester-to-semester retention rate for Union employees. Encourage returning student employees to assist new employees who need tutoring in specific classes/majors or other academic concerns. Develop and distribute list of employees who are willing to assist co-workers.
Measurement	Maintain a student employee retention rate of 70% in programs and 50% in custodial/maintenance. Track both the number of students who offer tutoring assistance and the number who take advantage of the service.
Timeline	Pay scale review took place during the 2005-06 academic year with changes implemented in Fall 2006. Student employee support was offered beginning Fall 2005.
Progress as of September 2007	Implementation of the 2006 new wage scale began on October 1, 2006. In the budget process, in order to keep up with the increasing minimum wage, the UU Board of Directors approved a new student wage scale to be effective January 1, 2008. Measured retention from Fall 06 to Spring 07 semesters and the retention rate was: <div style="text-align: center;"> Programs : 70% Operations: 82% Set up and Custodial 67% Maintenance 100% </div> As for academic support, this continues to be a more casual program and done with in peer groups.

Next Steps as of September 2007	<p>Implement the wage increase for students. Continue to monitor the retention rates for student employees against projections:</p> <p style="text-align: center;">Set Up/custodial: 50% Maintenance: 100% Programs it is projected to be 70%</p>
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Name & Description of program / service	The University Union's programming group, UNIQUE (University Network for Innovative, Quality Union Programming), plans and sponsors a variety of programs, including concerts, lectures, movies, comedians, etc. The Union will increase the leadership opportunities associated with UNIQUE in an effort to reach out to increasing numbers of emerging leaders.
Intended outcome	Increase the feeling of connectedness that UNIQUE members have with the campus in an effort to increase retention.
Measurement	The Union will expand its programming services and its fund to support such programs. It will increase the numbers of student volunteers and the retention of those volunteers from year to year.
Timeline	Measure at the end of each academic year.
Progress as of September 2007	UNIQUE Coordinator hired and new office open and in full use. Successful Constitution Day program about Global Warming drew over 2800 participants and significant faculty cooperation and enthusiasm. Significant attendance at cultural programs, including a crowd of 2,000 at Zion-I concert. Other attendance highlights include 1700 at Bobby Lee comedy show and sellout crowds of 1500 at Flogging Molly and Take Action Tour.
Next Steps as of September 2007	Increase coordination with community groups in bringing cultural and lecture programming to the campus. Coordinate additional programs with faculty to build upon the connection between Student Affairs programs and faculty teaching and learning opportunities.

Theme Two – Build a Welcoming Campus

Name & Description of program / service	Campus Wide Event Calendar. The University Union will take the lead role in developing an on-line calendar that delineates information about all registered campus events. This calendar will become the University's "master calendar", a one-stop on-line shop for listing and describing meetings, activities, and events held on campus.
Intended outcome	Provide accurate and timely information about university activities for students, university employees and guests.

Measurement	Hits on the calendar page, customer comments.																								
Timeline	May 2006.																								
Progress as of September 2007	<p>Due to the popularity of the campus calendar, 5 more calendar licenses were purchased to make more room for additional calendars to be added to the program.</p> <table> <tr> <td>Fall 2006</td> <td>All days</td> <td>Average per day</td> </tr> <tr> <td>Hits</td> <td>1,971,377</td> <td>18,086.03</td> </tr> <tr> <td>Page views</td> <td>414,668</td> <td>3,804.29</td> </tr> <tr> <td>Visitors</td> <td>30,285</td> <td></td> </tr> </table> <table> <tr> <td>Spring 2007</td> <td>All days</td> <td>Average per day</td> </tr> <tr> <td>Hits</td> <td>2,099,337</td> <td>24,130.31</td> </tr> <tr> <td>Page views</td> <td>435,421</td> <td>5,004.84</td> </tr> <tr> <td>Visitors</td> <td>27,964</td> <td></td> </tr> </table>	Fall 2006	All days	Average per day	Hits	1,971,377	18,086.03	Page views	414,668	3,804.29	Visitors	30,285		Spring 2007	All days	Average per day	Hits	2,099,337	24,130.31	Page views	435,421	5,004.84	Visitors	27,964	
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Next Steps as of September 2007	Increased marketing of the campus calendar to the campus community and to potential campus calendar managers for overall expansion of the calendar program.																								

Name & Description of program / service	Collaborate with other university departments in order to increase access to and interest in Union sponsored events (lectures, movies, debates etc). Offer higher profile events that challenge students and expose them to a variety of perspectives.
Intended outcome	Expansion of programs that target specific populations.
Measurement	Analyze the attendance response to each type of program. Track campus and community attendance at bigger name acts with higher ticket prices and higher honoraria.
Timeline	Fall 2006 through Spring 2008 semesters.
Progress as of September 2007	Worked with Professor Mary Kirlin and other Faculty engaged in the Civic Engagement program offered the showing o the movie An Inconvenient Truth, over 1,200 students attended one of the 5 showings as a part of their class work.
Next Steps as of September 2007	Work has already begun on a campus wide program to celebrate the 40 th anniversary of Reverend Dr. Martin Luther King Jr.'s speech to Sacramento State. October 16 th will be filled with programs, lectures and other activities to celebrate that day.

Name & Description of program / service	Improve the physical attractiveness and increase the usability of Union facilities.
Intended outcome	Through a regular schedule of building projects enhance the overall appearance of the Union facilities and functionality in serving and meeting the needs of a diverse campus community.

Measurement	Project completed
Timeline	Annual
Progress as of September 2007	Generator has been placed on hold and the project will be modified to go with smaller, temporary generator(s) VS powering up the entire 3 rd floor. Replacing TV's with high Definition TV's addition of Mothers Room and Unix=sex Restroom completed. Recycling program is being developed to enhance the UU's "Green" approach to being environmentally friendly.
Next Steps as of September 2007	Replace the Redwood Room sound system, upgrade mechanical fans for safety and economy, upgrade 1/3 of technical equipment including vista upgrades. (Full list of capital project and plant fund projects, 22 in total with budget).

Theme Three – Create a Dynamic Physical Campus

Name & Description of program / service	University Union's Outdoor Patios and Walkways. The patio renovation includes the following upgrades: covering the entire patio, installing overhead gas heating with programmable thermostat, upgrading the patio furniture, and increasing the number of seats from 16 to 72. The walkway expansion includes the following upgrades: constructing trellises that match those located elsewhere on campus, adding patio furniture, and increasing the seating capacity by 80 seats.
Intended outcome	Users of both areas will enjoy outside lighting, electricity, and wireless internet access (for Sac Link users).
Measurement	Completion of project, satisfaction surveys.
Timeline	Spring 2006.
Progress as of December 2006	This project will be completed by Fall 06.
Next Steps as of May 2006	Customer satisfaction surveys will be developed and implemented in fall 2006 and spring 2007.
Progress as of September 2007	Punch list completed on the walkway project. Assessment completed in Spring 07. The results : 49.04% of respondents use the east walkway area more than twice a week. 88.23% are satisfied with the comfort of the east walkway furniture 92.07% like the esthetics of the area 88.05% are satisfied with the cleanliness of the walkway area. 91.56% are satisfied with the accessibility of the area.
Next Steps as of September 2007	Project completed in summer 06, assessment completed in Spring 07!

Name & Description of program / service	Enhance the safety of the Union by installing appropriate lights and equipment and bolstering emergency training programs for staff.
Intended outcome	Install security cameras for back-of-house locations and loading dock areas. Offer a comprehensive crisis training program.
Measurement	Review of safety and incident reports.
Timeline	Fall 2005.
Progress as of September 2007	Software upgraded and working well. The cameras are assisting the Union is addressing abuse of loading dock parking by vendors.
Next Steps as of September 2007	The addition of more cameras in strategic locations will be studied and recommended for implementation.

Name & Description of program / service	Build the Recreation/Wellness/Event center with “sustainable design practices” in mind. Expand the recycling program of the Union.
Intended outcome	Actualize the “green” concept.
Measurement	Identify the number of green techniques integrated into the design of the RWEC. Record any increases in revenue from recycling.
Timeline	FY 2005-2006.
Progress as of September 2007	The decision that the RWC will go for LEED Certification has been made. The RWC will be the first Sac State building to go for the actual certification at the silver level. The Union is implementing an entirely new trash/recycling program over the summer of 07.
Next Steps as of September 2007	Selections of building materials, furniture, trash/recycling receptacles for the RWC. Prepare for Ground breaking.

Name & Description of program / service	Expand WIFI capabilities in the Union.
Intended outcome	Install supplementary wireless hubs around the Union. Increase seating during the crunch times (lunch etc.)
Measurement	Survey wireless users.
Timeline	Ongoing process as technology changes
Progress as of September 2007	Discussions have been held with the new CIO and campus wide upgrades are going to be implemented summer 07. Further improvements will be studied. The expansion of RUCKUS (Get Legal, music downloading) is also be considered for a place in the University priorities. Also explore communication systems with students for both crisis and non-crisis times.

Next Steps as of September 2007	Implementation of upgrades as necessary.
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Name & Description of program / service	Research the feasibility of purchasing a gas-powered generator to facilitate emergency responses.
Intended outcome	Assist the campus community during a major power outage or in a disaster situation where people might be relocated to the Union.
Measurement	Data collected during research.
Timeline	Research will occur in 06-07 if feasible; generator will be installed in 07-08.
Progress as of September 2007	Cost estimates were significantly higher than planned. The UU has decided to go with smaller temporary generators to provide a limited amount of power in the event of emergency.
Next Steps as of September 2007	Buy the Generators and create a safe storage plan for the fuel required.

Theme Four – Develop Community Support

Name & Description of program / service	Promote the University Union as the place for campus and community special events.
Intended outcome	Increase the number of major University and non-University events.
Measurement	Review of scheduled events and increases in rental revenue.
Timeline	Beginning 2006.
Progress as of September 2007	A new brochure for Event services is in the creation stage, and will be completed by the end of fall 07.
Next Steps as of September 2007	Begin implementation of the new marketing plan for events services.

Name & Description of program / service	Provide additional employment and intern experiences.
Intended outcome	Help prepare CSUS students for entry into their respective fields/professions.
Measurement	Available Union graduate assistantships/internships are all filled each semester. Track the number of assistantships and internships offered each year. Survey participants and alumni of the program.
Timeline	Spring semesters starting 2006.
Progress as of	Graduate assistants were recruited for 2006-2007 and we

September 2007	are now working on two for Fall 07.
Next Steps as of September 2007	Evaluate work of GA's.

Name & Description of program / service	Create and University Union Alumni Chapter
Intended outcome	To maintain contact with UU employees and volunteers after they graduate from Sac State and create a base of support for the Union beyond the traditional academic experience..
Measurement	Initial creation of the chapter and then monitoring membership levels annually.
Timeline	Begin Fall 2007 and then ongoing.
Progress as of September 2007	Concept approved by UU Board of Directors as a part of the Strategic Plan.
Next Steps as of September 2007	Evaluate progress

Questions regarding the programs and outcomes delineated in this section should be addressed to Leslie Davis, University Union, 278-6744, leslied@csus.edu.

Women's Resource Center

Theme One – Foster Excellent Academic and Student Programs

Name & Description of program / service	Enhance the WRC's educational programming series to include historical perspectives and information on the most contemporary issues.
Intended outcome	Confirm, challenge, and/or augment ideas presented in the classroom; increase information base and student learning.
Measurement	Several assessments have been developed to measure direct student learning outcomes as well as indirect student learning outcomes for a variety of the WRC's educational programs. (See WRC 2006-07 Assessment Plan)
Timeline	Research/development during 05-06. Implementation of assessment plan 2006-07; utilize results to improve programs; continued data collection 2007-08.
Progress as of December 2006	Assessment instruments and strategies have been developed. A limited sample of events has been accessed and data is being analyzed.
Next Steps as of	Continue using and refining instruments and strategies;

December 2006	analyze data; use feedback to improve/develop programs for next year.
Progress as of September 2007	Data analysis for academic year 2006-07 has been completed. In Fall 06, the percentage of students reporting new learning as a result of participating in WRC special events was 63%. In the Spring 07, the percentage increased to 73%. These are indirect student learning outcomes. In Spring 2007, brief surveys were used to collect direct student learning outcome data. Results indicated that 80% of the respondents identified the main points or learning outcomes. The scores on the individual events ranged from 87.9% to 75%.
Next Steps for AY 2007-08	Continue refining and developing assessments with specific focus on direct student learning outcomes.
Progress as of Jan 2008	As a direct measure of student learning, we used "one minute papers" and developed brief surveys of major concepts and ideas from the noon movies. Our results were variable with scores ranging from 45 to 89%. The low scores on one survey seemed to be the result of questions that were too vague. Also it was noted that when there was a discussion of the film with the audience immediately following the film, test scores were higher.
Progress as of June 2008	Three special events during Women's Herstory Month (WHM) were selected to be part of the student learning outcome assessment collaboration with academic departments. An American Literature class attended "Brand New Shoes" a play by Tia Madison and wrote a response paper comparing Zora Neale Hurston's "Sweat" to one of the persons in Madison's play. The distribution of grades indicated that 82% of the students scored a C or better on the assignment. Another event assessed during WHM was the lecture "Commonsense Solutions: Reproductive Justice in America" by Samantha Bushman which was attended by an American History class. Again the students wrote a reaction paper, and although a rubric was developed, the papers were graded "pass/fail". No useful student learning outcome data was collected. Every student who turned in a paper received credit; the papers were not graded for content. Students, who did not attend the lecture and did not turn in a paper, did not receive credit. The third WHM event assessed was "Madam President: A Media Retrospective", a poster session presentation by

	students of Media Communication & Society class. The class formed groups of 3-4 students who developed tri-fold displays analyzing the media coverage of female presidential candidates. Information on the distribution of the scores for these student groups is pending.
Next Steps for AY 2008-09	The assessment data obtained from two of the three WHM events supports the fact that more than 70% students attending those Women Resource Center events demonstrates evidence of specifically targeted learning outcomes. The challenge in these collaborative projects with faculty continues to be one of follow through. Active involvement of the faculty member in identifying student learning outcomes and development of the assessment strategies is imperative to the success of the project. Ongoing and active communication between the faculty and the WRC staff for the duration of the project is also a key component to successful data collection. For the 2008-09 academic year the WRC continue to develop and expand collaborative opportunities with academic departments.

Name & Description of program / service	Increase the quality and quantity of violence and sexual assault prevention programs.
Intended outcome	Increase understanding of the issues of SA/IPV.
Measurement	Sexual Assault/Intimate Partner Violence post tests developed AY 2005-06 which assessed indirect student learning outcomes. In 2006-07, measures of direct student learning outcomes were developed and utilized.
Timeline	Pilot assessment measures during the 2005-06 academic year. Refine assessments during AY 2006-07; utilize results to improve programs; continue data collection 2007-08.
Progress as of December 2006	Post SA/RV test developed for classroom presentations; an alternate form was developed for student group presentations. Initial data was collected for both instruments during academic year 2005-06.
Next Steps as of December 2006	Analyze data; continue development of instruments; and use feedback to improve presentations.
Progress as of September 2007	Data analysis for academic year 2006-07 has been completed. The data indicated the students found the presentations useful (80.9%); there was no significant difference in the ratings of the peer health educators or staff, both were seen as knowledgeable (94- 92); and

	<p>90% indicated that they understood the material that was presented.</p> <p>The most noteworthy finding was that 80% of the respondents thought that the victim was never at fault for her/his assault. This means that 20% of the students believed that the victim is responsible for their assault! Reviewing the data during semester break, we redesigned the presentation to focus more specifically on the culpability of the perpetrator. (1/07)</p> <p>After the presentation was modified, the percentage of students believing that the victim is never at fault for their assault increased to 90%, according to data collected during Spring 07.</p>
Next Steps for AY 2007-08	Continue refining and developing assessments with specific focus on direct student learning outcomes.
Progress as of Jan 2008	Two direct student learning questions were added to the questionnaire. A total of 76% of the students 1012 students completed the survey after viewing a presentation about sexual assault and intimate partner violence were able to name two places on campus where they could seek help if they were a victim of sexual misconduct, intimate partner violence, or stalking. Ninety-two percent were able to name one place. Similarly, 74% of respondents were able to indentify two consequences of violating the sexual misconduct policy on campus; 93% could name one consequence.
Progress as of June 2008	In February 2008, the sexual assault /intimate partner violence program component moved to the Student Health Center. No data was collected by the Women's Resource Center during the spring term.
Next Steps for AY 2008-09	This goal will not be continued into academic year 2008-09.

Theme Two – Build a Welcoming Campus

Name & Description of program / service	Continue to develop the CSUS PRIDE Program.
Intended outcome	Create several "Safe Spaces" on campus by developing a training program for faculty and staff regarding LGBTIQ issues. Upon completion of the training program, faculty and staff may display Safe Space logo in their office.
Measurement	Count the number of Safe Spaces on campus.
Timeline	Develop training Fall 2005; offer training in Spring 2006.
Progress as of	4 eight hour sessions have been conducted and a total of

December 2006	26 people have completed the training during Spring 06. Due to staff changes no training sessions were held in Fall 06.
Next Steps as of December 2006	Continue development of the program and offer training sessions next academic year.
Progress as of September 2007	Four Safe Zone trainings were held during Spring 07, and 25 people completed the training.
Next Steps for AY 2007-08	Continue the development of the Safe Zone training and offer the training sessions in AY 2007-08.
Progress as of Jan 2008	No Safe Zone trainings were offered during the fall semester. The new co-coordinators were familiarizing themselves with the program and revising it. Sessions are scheduled for Spring '08.
Progress as of June 2008	During the spring semester 36 people completed Safe Zone training, in a total of 4 sessions. Two departments in Student Affairs provided an opportunity to all their staff members to attend the Safe Zone trainings.
Next Steps for AY 2008-09	The next logical step in the development of the Safe Zone training program will be to measure the effectiveness of the training and the trainers. Assessment strategies will be developed and implemented in 2008-09.

Name & Description of program / service	Offer classroom presentations of panel discussions on LGBTIQ issues.
Intended outcome	Increase understanding of LGBTIQ issues on campus.
Measurement	Post test developed and administered Spring 06 & Fall 06
Timeline	Ongoing.
Progress as of December 2006	Assessment instruments have been developed and initial data has been collected.
Next Steps as of December 2006	Analyze data and use feedback to improve presentations.
Progress as of September 2007	Analysis of data from Fall 06 and Spring 07 indicated that 88 to 89% of the respondents had a better understanding of the social issues affecting the Queer community. 94% of the students felt that the panel presentation was a valuable classroom experience.
Next Steps for AY 2007-08	Continue to offer the classroom panel presentations and develop the assessments to include direct student learning outcomes.
Progress as of Jan 2008	Two direct student learning questions were added to the questionnaire. A total of 256 participants completed surveys following classroom panel presentations during the fall semester. Sixty-six percent were able to correctly name an example of a social issue affecting the Queer community. Only 44% were able to name an "on campus"

	resource for the LGBTIAQQ student.
Progress as of June 2008	<p>During the spring semester some modifications were made to the classroom panel presentations in an attempt to increase the percentage of students who are able to correctly identify a social issue affecting the Queer Community on campus. Briefings were held with panel members, prior to their panel presentation, to encourage them to specifically identify “social issues” as such. The PRIDE Center students wrote the name, address, and contact information for the center on the chalkboard, prior to beginning the panel.</p> <p>A total 436 students completed surveys following classroom panel presentations during the spring semester. The percentage of students able to correctly identify a social issue affecting the Queer community increased to 68%, a 3% increase over fall semester data. Students able to name an on-campus resource for LGBTIAQQ students increased to 69%, a gain of twenty-five percentage points from fall semester.</p>
Next Steps for AY 2008-09	<p>Although coming close to target goal of 70% of students who are able to identify one social issue affecting the Queer Community, we fell a few percentage points short. This objective will be continued next year with an enhancement in the preparation of the panelists to include a more formalized preparation/training program.</p>

Theme Three – Create a Dynamic Physical Campus

Name & Description of program / service	Constitute and maintain a transgender workgroup.
Intended outcome	Increase awareness of transgendered student issues; increase the number of non gender-specific facilities.
Measurement	Inclusion of such facilities in new construction on campus.
Timeline	Academic year 05-06.
Progress as of December 2006	A draft report has been prepared and is being reviewed by the committee.
Next Steps as of December 2006	Present the report to the Vice President for Student Affairs.
Progress as of September 2007	The report is still in committee review.
Next Steps for AY 2007-08	Move the report through the committee; add updates and submit it to the Vice President for Student Affairs.
Progress as of Jan 2008	The report is in committee for review.

Progress as of June 2008	The report is in committee for review.
Next Steps for AY 2008 -09	Move the report through the committee; add updates and submit it to the Vice President for Student Affairs.

Theme Four – Develop Community Support

Name & Description of program / service	International conference on women and violence.
Intended outcome	Collaboration with community groups to explore and increase knowledge of the impact on violence on women.
Measurement	Occurrence of the event.
Timeline	Annually.
Progress as of December 2006	The conference was held October 14-15, 2005 and was a success.
Next Steps as of December 2006	Continue working with community groups to plan next year's conference. A structural change is being considered by the committee introducing a series of speakers rather than the previous conference format.
Progress as of September 2007	International Conference on Women and Violence was held 10/07/06 on campus and was attended by more than 125 students and community members. The focus of the conference was the impact of war on women and children in the Middle East.
Next Steps for AY 2007-08	A committee has been formed and is developing the 2007 International Conference on Women and Violence which is scheduled for November 10, 2007. The focus of this conference is globalization and the impact on women.
Progress as of Jan 2008	The conference was held on November 10, 2007 and was attend by 120 students and community members. Our keynote speaker was Dr. Sunjata Warriier who has worked with the World Health Organization, the Ministry of Health in India, and the Mumbai Municipal Health Corp. to develop policy on intervention with victim/survivors of domestic violence in municipal hospital settings. Other topics discussed included "trafficking in women" as a globalization issue, Chinese strategies of globalization and the status of women impacted by globalization efforts worldwide.
Progress as of June 2008	A committee has been formed and is developing the 2008 International Conference on Women and Violence. The focus of this conference will be Trafficking Women a global issue.

Questions regarding the programs and outcomes delineated in this section should be addressed to Pat Grady, Women's Resource Center, 278-7388. pkgrady@csus.edu.