

## List of Program Goals

**Department or Unit Name:** DEPARTMENT OF STUDENT LIFE

**Individual Completing Form:** Paul Putman

**Date:** 19-May-08

**Program Name:** Center for Leadership & Service

Goal 1: **Student leaders will engage in leadership education programs.**

Goal 2: **Students completing Leadership Certification will demonstrate an understanding of leadership theory and values as well as self-awareness of skills and strategies for improvement.**

Goal 3: **Students completing Leadership Certification will be engaged in service and civic activities.**

Goal 4: **Students will learn something new and express satisfaction with program quality**

# Program Assessment Report

Department or Unit Name: DEPARTMENT OF STUDENT LIFE

Individual Completing Form: Paul Putman

Program Name: LEADERSHIP & SERVICE

Date: 21-May-08

Goal # 1 **Student leaders will engage in leadership education programs.**

Outcome Measures	Research Completed	Findings	Review	Actions	Improve ments
#1 Number of Student Participants 1% of the student body will participate in leadership programs on an annual basis.	Data on the number of student leadership program participants are compiled on a semester and annual basis	<b>2007-08: N= 221/15,383 or 1.4% of the student body participated (based on Fall 2007 count; spring not available)</b> 2006-07: N=321/15531 or 2% of the student body participated (based on Fall 2006 count; spring not available) 2005-06: N= 229/15722 1.5% of the student body participated (based on Fall 2005 headcount (spring not available)	The Center for Leadership and Service Manager and the Assoc. Dean of Student Life review the findings on an annual basis. The Student Life Assessment Committee also reviewed.	<b>2007-08:</b> 2006-07: Increase marketing to new students 2005-06: Decide if overall participant headcount is best number to use; send letters to remind students of status; develop printouts (reports) for student status using Access database	outcome reached
#2 15% of students participating in activities sponsored by the Center for Leadership & Service will complete Leadership Certification	Data on the number of students completing the Leadership Certification Program are compiled on a semester and annual basis	<b>2007-08: N=28/221 (13% of student participants)</b> 2006-07:N=70/321 (22% of students participants) 2005-06: N= 52/229 (22.7% of students participating)	The Center for Leadership and Service Manager reviewed the number of students completing leadership certification on an annual basis. The Student Life Assessment Committee also reviewed.	<b>2007-08:</b> 2006-07: Sent out reminder letters on a regular schedule, create extra incentives for completion of certification. 2005-06: complete actions scheduled for last year	Outcome Not Reached

Outcome Measures	Research Completed	Findings	Review	Actions	Improve ments
<p>#3 100% of stipend-receiving general fee student organization leaders will complete leadership training</p>	<p>The data on completion of leadership training by general fee student organization leaders are compiled and reviewed by July 1 each program year</p>	<p><b>2007-08: 42/43 eligible students; 98% completion rate</b>  2006-07: 46/46 eligible students 100% completion rate  2005-06: 39/42 eligible students 93% completion rate (as of 5-12-06)</p>	<p>The Center for Leadership and Service Manager reviewed the rate of leadership training completion amongst general fee student organization leaders on an annual basis. The Student Life Assessment Committee also reviewed.</p>	<p>2007-08:  2006-07: Created online General Fee Leader Orientation option; refined tracking system and notification timeline and procedures  2005-06: Review of Policy resulted in changes. In brief, requirements shifted to 4 points prior to taking office; 4 points for general fee leader orientation for which attendance is mandatory prior to taking office; and 4 points during the first semester in office. Passed by Student Life Committee of Faculty Senate to take effect beginning May 1, 2006.</p>	<p>outcome not reached</p>
<p>#4 Leadership Plan Submission  100% of students completing Leadership Certification  20% of general leadership program participants</p>	<p>Data on the number/percentage Leadership Program participants submitting Leadership Plans are compiled on an annual basis based on self-reported data</p>	<p><b>2007-08: 24/24 students completing Leadership Certification and 4/4 students completing Advanced Leadership Certification (100% participation rate) and N= 54/221 general program participants (24% participation rate)</b>  2006-07: 67/67 students completing Leadership Certification and 3/3 students completing Advanced Leadership Certification (100% participation rate) and N=112/321 general program participants (35% participation rate)  2005-06: 40/40 students completing Leadership Certification and 7/7 students completing Advanced Leadership Certification (100% participation rate) and N=88/226 general program participants (39% participation rate)</p>	<p>The Center for Leadership and Service Manager reviewed the number/percentage of students submitting Leadership Plans on an annual basis. The Student Life Assessment Committee also reviewed.</p>	<p><b>2007-08:</b>  2006-07: Continue mailing reminder letters. Retain grad assistants to assist with Leadership Development Plans  2005-06: Continue mailing reminder letters  2004-05: Participants who completed Assessments were asked to review their printouts <i>before</i> scheduling an appt. for leadership plans which increased preparedness, but also resulted in a reduction of students completing plans; reminders were not sent to students</p>	<p>Reached Outcome</p>

# Program Assessment Report

Department or Unit Name: DEPARTMENT OF STUDENT LIFE Individual Completing Form: Paul Putman

Program Name: LEADERSHIP & SERVICE Date: 21-May-08

Goal # 2 **Students completing Leadership Certification will demonstrate an understanding of leadership theory and values as well as self-awareness of skills and strategies for improvement.**

Outcome Measures	Research Completed	Findings	Review	Actions	Improvements
<b>Leadership Theory Measure</b>					
#1 Number of Leadership Statements Leadership Statements will be graded/reviewed using a standard rubric, outside faculty review, and satisfactory completion expectations. 15% of students participating in leadership programs will submit statements.	Research on Leadership Statements is conducted after the end of the Spring semester each program year	<b>2007-08: 53 statements submitted; 24% of students participating</b> 2006-07: 80 statements submitted 25% of students participating 2005-06: 49 statements submitted 21% of students participating	The Center for Leadership and Service Manager in conjunction with participating faculty reviewed/graded the quality of student Leadership Statements on an annual basis. Student Life Graduate Assistants also reviewed the statements.	<b>2007-08: Need to secure faculty for fall semester reviews.</b> 2005-06: Need to secure outside faculty review (only handful of statements reviewed by outside faculty)	Outcome reached
<b>Values Measure</b>					
#2 Number of Values Statements Value Statements will be graded/reviewed using a standard rubric, outside faculty review, and satisfactory completion benchmarks. 15% of students participating in leadership programs will submit statements.	Research on Values Statements is conducted after the end of the Spring semester each program year	<b>2007-08: 47 statements submitted; 21% of students participating</b> 2006-07: 71 statements submitted 22% of students participating 2005-06: 50 statements submitted 22% of students participating	The Center for Leadership and Service Manager in conjunction with participating faculty reviewed/graded the quality of student Values Statements on an annual basis. The Student Life Assessment Committee also reviewed.	<b>2007-08: Need to secure faculty for fall semester reviews.</b> 2005-06: Need to secure outside faculty review (only handful of statements reviewed by outside faculty)	Outcome reached

Outcome Measures	Research Completed	Findings	Review	Actions	Improve ments
<b>Self-Awareness Measures</b>					
#3 25% of students participating in leadership programs will complete leadership self-assessments.	Data on the number of students completing leadership assessments are compiled on an annual basis.	<b>2007-08: N=89/221 or 40% of students completed leadership self-assessments.</b>	The Center for Leadership and Service Manager reviewed the number of students completing leadership certification on an annual basis. The Student Life Assessment Committee also reviewed.		New Outcome
#4 Students will report that the leadership assessment taught them more about their personal strengths and weaknesses; Likert Scale (1-5) rating will be at least a "4."	Data on leadership assessments and development plans are gathered on an ongoing basis.	<b>2007-08: 15 evaluations from 54 development plan appointments (28%) = 4.87</b>	The Center for Leadership and Service Manager reviewed the number of students completing leadership certification on an annual basis. The Student Life Assessment Committee also reviewed.		New Outcome

Outcome Measures	Research Completed	Findings	Review	Actions	Improvements
<b>Strategies for Improvement Measures</b>					
#5 15% of students participating in leadership programs will complete leadership development plans.	Data on the number of students completing leadership development plans are compiled on an annual basis.	<b>2007-08: N=54/221 or 24% of students completed leadership development plans.</b>	The Center for Leadership and Service Manager reviewed the number of students completing leadership certification on an annual basis. The Student Life Assessment Committee also reviewed.		New Outcome
#6 Students will report that the leadership leadership development plan helped them consider realistic and attainable strategies for improving their skills; Likert Scale (1-5) rating will be at least a "4."	Data on leadership assessments and development plans are gathered on an ongoing basis.	<b>2007-08: 15 evaluations from 54 development plan appointments (28%) = 4.73</b>	The Center for Leadership and Service Manager reviewed the number of students completing leadership certification on an annual basis. The Student Life Assessment Committee also reviewed.		New Outcome

Outcome Measures	Research Completed	Findings	Review	Actions	Improvements
<p>#7 15% of students participating in the Center for Leadership &amp; Service will complete Leadership Portfolios. Portfolio consists of Assessment, Follow-up Appt, Leadership Statement, Values Statement, Registered Voter, Student Voting, Workshop Attendance and Service Activity.</p>	<p>Data on the number of students completing Leadership Portfolios are compiled on an annual basis</p>	<p><b>2007-08: 28/221 or 13% Leadership Portfolios completed (89 Assessments, 54 follow-up Development Plan appointments,</b>  2006-07: 70/321 or 22% Leadership Portfolios completed (158 Assessments, 112 Follow-up Appointments, 80 Leadership Statements, 71 Values Statements, 93 registered voters (of 118 eligible), 54 students voting, 144 participating in service  2005-06: 52/229 or 22.7% Leadership Portfolios completed (144 Assessments, 88 Follow-Up Appts, 49 Leadership Statements, 50 Values Statements, 141 Registered voters, 141 students voting (55 unknown and 33 ineligible), 74 participating in service)</p>	<p>The Center for Leadership and Service Manager reviewed the number of students completing Leadership Portfolios on an annual basis. Student Life Graduate Assistants also reviewed the statements.</p>	<p>2007-08: Secure 2007-08: commitment from IST to develop an "Involvement Tab" for campus-wide e-portfolio  2006-07: Investigate e-portfolios for student leadership programs  2005-06: passed 4-4-4 plan; Consider tracking participation for student elections as well as general elections</p>	<p>Outcome Not Reached</p>



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# Program Assessment Report

Department or Unit Name: DEPARTMENT OF STUDENT LIFE

Individual Completing Form: Paul Putman

Program Name: LEADERSHIP & SERVICE

Date: 21-May-08

Goal # 3 **Students completing Leadership Certification will be engaged in service and civic activities.**

Outcome Measures	Research Completed	Findings	Review	Actions	Improvements
#1 Overall number of hours served by CSU students	Data collected at events and through Service Activity Forms.	<b>2007-08: N=3130.5 service hours</b> 2006-07: N=8013 direct community-service hours 2005-06: N= 3,090 direct community-service hours 3100 total number of students non-service participants (24 events)	The Center for Leadership and Service Manager and VISTA reviewed the number/ percentage of students participating in community service activities on an annual basis. The Student Life Assessment Committee also reviewed.	<b>2008-09: Secure staffing for Service functions within the Department of Student Life; Coordinate City Year involvement in tracking; determine which hours should be tracked (i.e. all hours or only those connected with our department? What are appropriate goals?)</b> 2006-07: Increased VISTA to 40 hrs during final year of VISTA grant; formally added service to leadership programs assessment as part of 5-year plan 2005-06: VISTA hours increased to 30 hours	
#2 50% of students participating in the Center for Leadership & Service will participate in community service activities	Data on the number/ percentage Leadership Program participants involved in community service activities are compiled on an annual basis	<b>2007-08: N=131/221 or 60% participation rate</b> 2006-07: N=144/321 or 45% eligible students participation rate 2005-06: N=74/229 32% eligible students participation rate	The Center for Leadership and Service Manager reviewed the number/ percentage of students participating in community service activities on an annual basis. The Student Life Assessment Committee also reviewed.	<b>2008-09: Secure staffing for Service functions within the Department of Student Life</b> 2007-08: Increase percentage from 25% to 50% of participants 2005-06: Continue Action; consider increase in percentage as part of leadership/service program merger	Outcome reached (outcome increased from 25%-50%)

Outcome Measures	Research Completed	Findings	Review	Actions	Improvements
<p>#3 100% of eligible Leadership Program participants will be registered to vote.</p>	<p>Data on the number/ percentage registered voters amongst Leadership Program participants are compiled on an annual basis based upon self-reported data</p>	<p><b>2007-08: N= 73/86 or 84.9% (eligible known through self-report); 13 eligible but not registered; 11 not eligible;</b>  2006-07: N=93/118 (eligible known through self-report) or 78.8% eligible student participation rate (database erased statistics)  2005-06: N=141/229 62% eligible students participation rate (55 unknown and 33 ineligible)</p>	<p>The Center for Leadership and Service Manager reviewed the number/ percentage of students registered to vote on an annual basis. The Student Life Assessment Committee also reviewed.</p>	<p><b>2008-09: Research alternative measures for civic engagement. Assist with securing a campus-wide voter registration campaign; add voter registration to Service Activity Form; create effective tracking system or database.</b>  2004-05: added questions concerning voting registration and voting status to program sign-in sheets</p>	

# Program Assessment Report

Department or Unit Name: DEPARTMENT OF STUDENT LIFE

Individual Completing Form: Paul Putman

Program Name: LEADERSHIP & SERVICE

Date: 21-May-08

Goal #4 **Students will learn something new and express satisfaction with program quality**

Outcome Measures	Research Completed	Findings	Review	Actions	Improvements
#1 Students will report learning something new about themselves or skills during leadership programs; Likert Scale (1-5) rating will be at least "4" in response to the questions (Q6) "Attending this program will help me improve as a leader," (Q8) "I learned something new today," (Q9) "I can apply this new information to my life today," and (Q10) "I can apply concepts from this program to my career aspirations."	Data on student self-reports of learning are gathered at each program and are compiled on an annual basis.	<b>2007-08: N=26; average of four questions = 4.68 (complete tally of evaluations not available at time of assessment report submission)</b> 2006-07: 380 evaluations from 439 attendees (87% response rate) = 4.24 2005-06: 230 evaluations from 610 attendees (38% response rate) = 4.07	The Center for Leadership and Service Manager reviewed the rating. The Student Life Assessment Committee also reviewed.	<b>2008-09: Add questions to better measure this outcome; tally and compile throughout year</b> 2005-06: reconstruct data file for 06-07	Outcome Reached
#2 Students will report learning something new during service programs; Likert Scale (1-5) rating will be at least "4" in response to the question (Q1) "I learned something new by serving today," (Q2) "My service impacted the community," (Q3) "service is important to my life goals," and (Q4) "service is important to my professional goals"	Data on student self-reports of learning are gathered from service activity forms and are compiled on an annual basis.	<b>2007-08: 147/164 Service Activity Forms completed (90% response rate); average of four questions = 4.52</b> 2006-07: 128 Service Activity Forms completed (89% response rate) = 3.70	The Center for Leadership and Service Manager reviewed the rating. The Student Life Assessment Committee also reviewed.	2007-08: Review forms; 1-5 standard form or measurement scale for both leadership & service programs	Outcome Reached

Outcome Measures	Research Completed	Findings	Review	Actions	Improvements
<p>#3 Students will express satisfaction with leadership programs; Likert Scale (1-5) rating will be at least "4" in response to the questions (Q1) "I enjoyed today's program," (Q2) "Today's program was well-organized," (Q5) "The presenter was skilled," and (Q7) "The materials and concepts were presented clearly." "This program should be presented again"</p>	<p>Data on student self-reports of learning are gathered at each program and are compiled on an annual basis.</p>	<p><b>2007-08: N=26 average of four questions = 4.74 (complete tally of evaluations not available at time of assessment report submission)</b>  2006-07: 380 evaluations from 439 attendees (87% response rate) = 4.07  2005-06: 230 evaluations from 610 attendees (38% response rate) = 4.29</p>	<p>The Center for Leadership and Service Manager reviewed the rating. The Student Life Assessment Committee also reviewed.</p>	<p>2005-06: reconstruct data file for 06-07</p>	<p>Outcome reached</p>
<p>#4 Students will express satisfaction with service programs; Likert Scale (1-5) rating will be at least "4" in response to the question (Q5) "I enjoyed serving today" and (Q6) "I would serve at this agency again"</p>	<p>Data on student self-reports of learning are gathered from service activity forms and are compiled on an annual basis.</p>	<p><b>2007-08: 147/164 Service Activity Forms completed (90% response rate); average of two questions = 4.70</b>  2006-07: 128 Service Activity Forms completed (89% response rate) = 3.90</p>	<p>The Center for Leadership and Service Manager reviewed the rating. The Student Life Assessment Committee also reviewed.</p>	<p>2007-08: Review forms; 1-5 standard form or measurement scale for both leadership &amp; service programs</p>	<p>Outcome Reached</p>