



2009 ANNUAL REPORT

SUBMITTED APRIL 1, 2010



DIVISION OF STUDENT AFFAIRS MISSION STATEMENT



The Division of Student Affairs' mission is to enhance the learning environment for students at the University of Georgia. We accomplish this by stimulating the learning process, integrating the in-class and out-of-class experiences, promoting an environment conducive to growth and discovery, and facilitating intellectual, spiritual, social, occupational, physical, cultural, and emotional development.

The Division promotes a campus environment that provides quality services and increases student retention and success; attains and exceeds compliance with national standards; and serves as an educational laboratory for graduate students in higher education.

Ultimately, the Division works to enhance the overall quality of campus life, establish a sense of community, and enable all students to realize their fullest potential.



THE DIVISION OF STUDENT AFFAIRS OVERVIEW



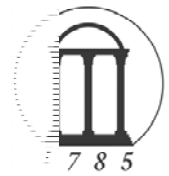
Students' out-of-class experiences aid them in developing knowledge and skills consistent with the educational purposes of a university. The overarching goal of the Division of Student Affairs is to enhance the learning environment for students at the University of Georgia. The office of the Vice President for Student Affairs and the units listed below are responsible for planning and implementing educational programs and services that are essential to the retention of students; integral to the promotion of a diverse educational community; indispensable to the achievement of educational goals; and vital to the intellectual, spiritual, social, occupational, physical, cultural, and emotional development of students.

Units in the Division of Student Affairs

- Student Support Services
- Office of Judicial Programs
- Office for Violence Prevention
- Tate Student Center
- Disability Resource Center
- Intercultural Affairs
- Recreational Sports
- University Testing Services
- University Health Center
- University Housing
- Greek Life
- Department of Student Affairs Assessment
- Center for Leadership and Service
- Center for Student Organizations
- Student Affairs for Extended Campuses



ACCOMPLISHMENTS



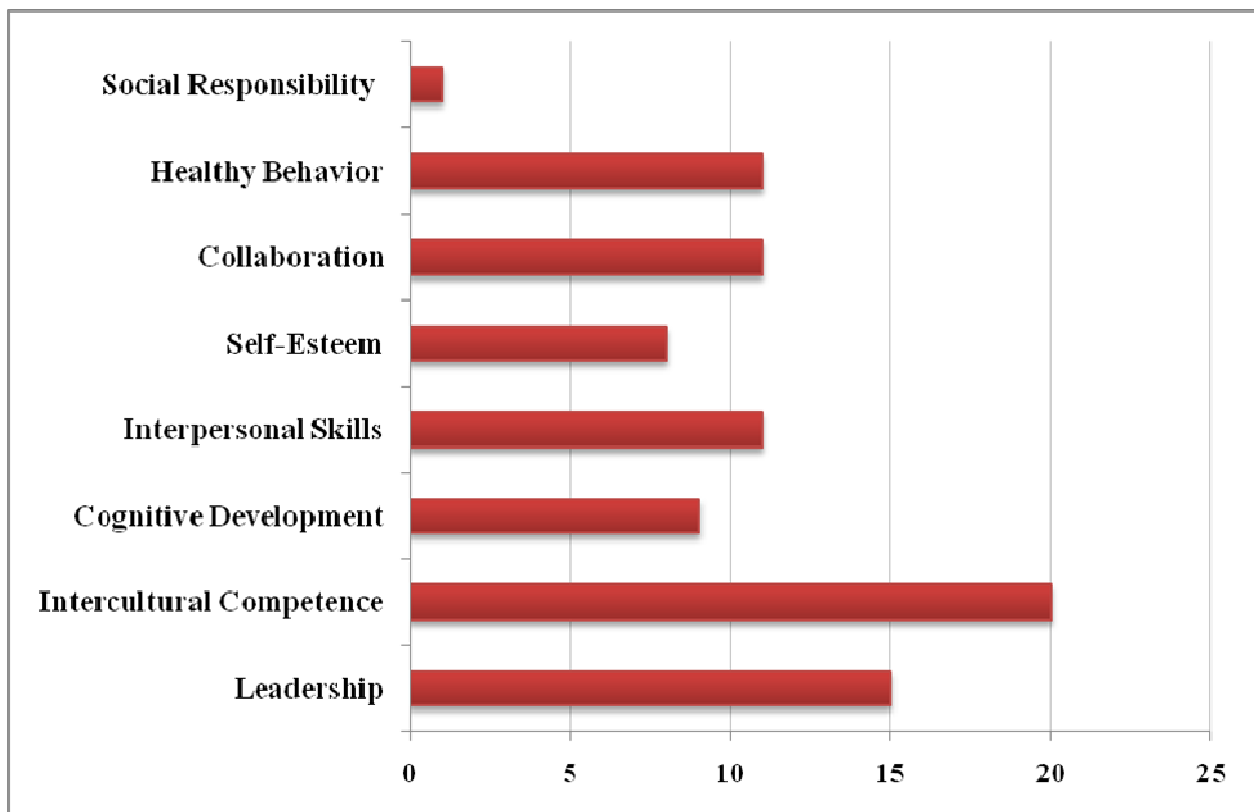
The Division of Student Affairs had one of its most successful years to date. It is with a great deal of pride that we report our most significant accomplishments for 2009. The five areas of success are as follows: (1) significant contributions to student learning; (2) commitment to expansive student services; (3) expanded and improved facilities; (4) commitment to improved organizational effectiveness, and (5) community outreach. A more extensive description of each success is provided below.

Significant Contributions to Student Learning

In an effort to better support the academic mission of the institution, the Division of Student Affairs in 2007 underwent a comprehensive process to create a learning curriculum that integrates the general education outcomes for the University, learning outcomes as defined by Student Affairs literature, and the practical experience of Student Affairs directors. The result is a document entitled the “Student Affairs Learning and Development Objectives” or SALDOs. This document serves as the curricular manifestation of the Division’s mission. (Further description can be found at the following link: www.uga.edu/studentaffairs).

During 2009, the Division fully integrated the SALDOs curriculum into all functional areas. The 2009 year also served as the second year in which departments submitted reports regarding their SALDOs integration. Each department reported on at least two initiatives that supported SALDOs. Collectively, departments reported 86 initiatives, marking a significant increase from 41 initiatives reported in 2008. This increase demonstrates the importance Student Affairs administrators are placing on intentionally integrating learning into daily practice. Further, the increase demonstrates the commitment by the entire Division to support the academic mission and general education curriculum of the University.

The following table summarizes the number of initiatives by learning objective area.



Typically, those in the academic enterprise think of Student Affairs as the area that manages students' out of class experience. While this is true, during 2009, Division staff also taught 32 separate courses for a total of 1,232 credit hours. Additionally, 28 staff members held the rank of Adjunct Faculty, and Division staff produced 14 scholarly publications. Furthermore, seven staff members served as editors for peer reviewed journals, while 230 individuals held an office or multiple offices in professional organizations.

Commitment to Expansive Student Services

Research has shown that 80% of student learning occurs outside the classroom (Light, 2000). In spite of the unparalleled budget challenges, the Division of Student Affairs remained committed to its primary mission of enhancing the learning environment for students. This was done by intentionally engaging students outside the classroom.

Students interact with the Division in multiple ways. They participate in programs, attend events, and engage in one-on-one meetings, group discussions, and advising sessions. They also utilize our facilities and services extensively. Whether visiting the University Health Center, studying in the Tate Student Center, or exercising in the Ramsey Center, students are constantly taking advantage of the Division's expansive operations.

The 2009 year was exceptional in regard to the number of student interactions as well as the quality of those interactions, as evidenced by assessment data. The following is a summary of the expansive impact Student Affairs had on the student body and the level to which staff members intentionally connected students to the University community.

- In Recreational Sports, 14,384 students participated in Intramurals, 3,078 in fitness classes, 1,600 in club sports, 809 in the Georgia Outdoor Recreation Programs, and approximately 1,250 per day in the strength and conditioning spaces.
- The Disability Resource Center assisted 1,400 students through advising, classroom modification, and testing accommodation.
- University Housing provided on-campus housing to 6,825 students in one of 20 residence halls as well as 840 graduate students in the Family and Graduate Housing apartments.
- The Department of Student Affairs for Extended Campuses had interactions with all 875 students who were attending the Griffin and Gwinnett campuses.
- In the University Health Center, Health Promotion engaged 11,690 students through outreach and educational groups, the Pharmacy filled 80,524 prescriptions, the Laboratory serviced 19,172 patients and performed 30,486 tests, Radiology serviced 2,869 individuals and performed 3,055 exams, 9,689 students utilized the Counseling and Psychiatric Services unit, and Medical Services had 68,697 interactions with patients.
- The Office of Judicial Programs adjudicated 1,272 cases through the judicial system. Additionally, office staff processed 2,132 reported violations.
- The Office of Student Support Services approved 199 hardship withdrawals.
- The Office of Greek Life worked with approximately 5,400 undergraduate student members.
- The Office of Violence Prevention interacted with 5,749 students through services and outreach programs.
- The Department of Campus life had 59,744 interactions with students through initiatives in the Center for Leadership and Service, the Center for Student Organizations, and the Student Activities areas. The Tate Student Center had approximately 1,747,861 visitors during 2009 as well.
- University Testing Services facilitated 10,161 tests.
- The Department of Intercultural Affairs had 49,671 contacts with students through the African American Cultural Center, the International Student Life Office, the Lesbian, Gay, Bi-sexual, and Transgendered Center, and Multicultural Services and Programs.

Expanded and Improved Facilities

Improving facilities is a key component to the University's strategic goal of enhancing the learning environment. The Division of Student Affairs has worked extensively for the past four years to modernize and construct new facilities to help meet this goal. During 2009, this effort resulted in the completion of several construction projects. A list of construction projects as well as the other facility improvements is provided below.

- The University Health Center completed an expansion project during 2009. As a result, Counseling and Psychiatric Services (CAPS) expanded to a 10,000 sq. ft. space; an Urgent Care Clinic opened with two new exam rooms and a procedure room for after hours care; the Health Promotion Department expanded space to include a teaching kitchen for healthy cooking classes; and the Vision Clinic opened giving the University community access to high quality eye care.
- Campus Life opened a \$62 million, 97,000 sq. ft. addition to the Tate Student Center. Additionally, Campus Life renovated the 5th floor of Memorial Hall, completed the Honor Plaza on the West Plaza of the Tate Student Center, and renovated the 2nd floor of the Tate Student Center to house the IT staff for Campus Life.
- The Department of University Housing broke ground a new residence hall on east campus that will be a part of the Reed Community. The new facility will house 555 students and open in fall 2010. The Department also engaged in other facility improvement initiatives. Examples include the renovation of Building M and Building N in Family and Graduate Housing and the opening of the Greek Park houses on River Road.
- University Testing Services installed a new state of the art computer camera monitoring system in all testing labs.
- The Department of Recreational Sports completed construction on and successfully opened the Club Sports Complex on South Milledge. Construction on the new Ramsey strength and conditioning space was completed during 2009, and the Field 9 renovation project with the Red Coat Band was completed during 2009 as well.
- The Disability Resource Center was allotted \$100,000 in MMR funds to upgrade facilities to increase access to students with disabilities. Projects included modification of bathrooms in the Veterinary Medical Complex, the Geography/Geology building, Bolton Dining Hall, and Joe Frank Harris Commons. The money was also used to create accessible entrances into the Law School and Driftmier Engineering Building.
- The relocation of the Greek houses from Lumpkin Street to River Road was completed during 2009. Construction of the houses concluded in July and students moved in for the 2009-2010 academic year.

Committed to Improved Organizational Effectiveness

The Division of Student Affairs continued its work towards being more effective. This commitment manifested in three areas: assessment and evaluation, fiscal responsibility, and technological utilization. The following is a brief summary of the Division's efforts in these areas.

Assessment and Evaluation

The Division worked diligently during 2009 to increase efficiency, demonstrate efficacy, and enhance programs and services. Engaging in assessment was one way in which this was done. The various units and departments within the Division conducted more than 114 assessments during the 2009 calendar year. Departments reported on assessment initiatives as well as how they utilized data to enhance practice. A comprehensive list of the Division's efforts is provided in the assessment portion of this report.

Fiscal Responsibility

The Division of Student Affairs made a concerted effort during 2009 to cut waste, streamline processes, and increase revenue. The result was more than \$75,000 in internal savings and \$158,235 in new revenue. Additionally, the Division raised over \$630,000 in new gifts and pledges during 2009. This represents a 102% increase over 2008 fundraising efforts. Money was generated for programs such as the Legacy of the Arch Society Endowment, the Greek Leadership Endowment, the Florence Wood Winship Medical Clinic Endowment, the University Judiciary Endowment, and academic scholarships for students with disabilities.

Technological Utilization

During 2009, Departments and units within the Division utilized technology to increase access of information to students. Additionally, it was used to improve practice within the Division. Examples of both are provided below:

- The Department of University Housing developed and revised Web-based applications for contemporary services and programs directed toward resident students and University Housing employees.
- The Disability Resource Center moved processes and forms to an online system to increase access for students.
- The University Health Center increased online resources on health topics.
- The Department of Student Affairs Assessment utilized technology to disseminate data to students through the “Your Voice Has Been Heard” campaign. Platforms used included the Student Portal and student listservs.
- Multiple departments within the Division utilized Facebook to advertise programs and services to students, yielding savings in marketing costs.
- Six departments within the Division redesigned Websites to accommodate SACS required information and to enhance overall communication with students.
- Departments within the Division implemented the electronic Student Complaint System. The system allows a student to file a complaint electronically. The system also allows a department to receive, log, and resolve issues in a timely fashion. The system will assist Student Affairs in demonstrating compliance with SACS Federal Standard 4.5.
- The Office of the Vice President removed SSNs from all internal files, systems, and processes and expunged over 1 million SSNs from archived files.
- Departments implemented the electronic Staff Credentialing System, which allows Student Affairs to retain key information about the Division’s professional staff digitally.


Community Outreach

The Division of Student Affairs is active both on campus and within the Athens, Gwinnett, and Griffin communities. During the 2009 year, more than 86,000 individuals were impacted by outreach and public service programs sponsored by the Division. Division students and staff participated in over 72,500 hours of community service. The types of programs varied greatly. Some focused on the distribution of materials while others focused on being actively engaged within the community. One of the newest and most interesting activities involved recycling gently-used shoes for those in need. During 2009, 1009 pairs of shoes were collected and redistributed through a community organization. Additionally, Division staff collected and donated over 2200 pounds of food to the Northeast Georgia Food Bank. Additionally, the Division led outreach efforts to combat the H1N1 pandemic.

Several of the Division’s public service and outreach activities focused on raising funds for community organizations. During 2009, the Division raised \$875,917 for outside entities. The amount raised by the Office of Greek Life is particularly noteworthy. The students and staff within that Office raised over \$420,000.



PROGRESS ON STRATEGIC GOALS



The Division of Student Affairs has adopted a multi-phase approach to accomplishing priorities and goals. The first phase is driven by a desire to be contributing members of the University, which involves (1) finding ways to save, generate, and raise money for the Division and (2) contributing to the three strategic goals of the institution. The second layer of the Division's approach is driven by the University's Five-Year Program Plan. This plan drives many decisions within the Division. The final layer is grounded in the Division's Strategic Plan. On an annual basis, the Student Affairs Leadership Team determines which areas of the Strategic Plan will become points of emphasis for the year. The leadership team within Student Affairs believes this comprehensive approach will advance the Division towards reaching its highest potential and truly becoming a "premier" Division both locally and nationally.

As of January 2010, all goals and objectives contained within the Division's Strategic Plan have been systematically addressed. Each goal and objective has been a yearly focus and in some of the more complex areas, we have taken a multi-year approach. A copy of the Strategic Plan can be found at the following Website: www.uga.edu/studentaffairs.

NOTE: The Division of Student Affairs is currently planning for a new Strategic Plan. It is anticipated that this plan will be completed by January 2011. Furthermore, it is anticipated that some of the more complex issues contained in the previous plan (e.g., "Work with the University community to address the environmental and cultural issues related to student alcohol consumption") will continue to be areas of focus in the new plan.



PROGRESS ON FIVE-YEAR PLAN



In 2005, the Division of Student Affairs complied with a request from the Office of Institutional Effectiveness to create a Five-Year Plan. A copy of that plan as well as our progress on that plan is provided below. Staff members are excited about the progress made and look forward to continuing efforts toward accomplishing shared goals for the Division.

INSTITUTIONAL-LEVEL PERFORMANCE MEASURES

It is important to note that the Division of Student Affairs operates from a comprehensive model that provides quality service, facilitates student development, and enhances overall learning. As such, the Division does not function as a typical academic unit and does not employ many of the typical measures for demand, quality, productivity, and impact. Institutional-level performance measures that represent Student Affairs are provided below:

PRODUCTIVITY

Performance Indicator	2004 Baseline	2005	2006	2007	2008	2009	2010
• Number of Adjunct Faculty.	17	19	24	29	27	28	
• Number of University level courses taught by Division staff.	31	33	37	31	36	32	
• Number of scholarly research projects.	11	20	28	15	16	14	
• Number of staff publishing scholarly research.	No data	13	15	16	8	14	
• Number of presentations (national, regional, state, local).	Due to redirection of budgetary priorities, measures were not collected during these years. This was temporarily suspended as a measure of productivity.		61	81	119	157	
• Number of leadership positions staff held in professional organizations.			31	81	101	230	

QUALITY

Quality Measure One: Contribute to the university's learning environment by examining programs and services and their overall impact on student learning.

Performance Indicator	2005 Baseline	2006	2007	2008	2009	2010
• Implement learning outcomes concept into daily operation of Student Affairs Departments.	Developed model for assessing programs.	Eight departments have undergone training on learning outcomes assessment.	Six additional staff members have been trained on learning outcomes assessment. Student Affairs Learning and Development Objectives (SALDOs) created and implemented.	Student Affairs Learning and Development Objectives fully implemented into practice. Units measured learning in two areas during 2008.	Units create and measure learning in two areas per year. Yearly summary reports are available.	

Quality Measure Two: Implement a systematic review process for all departments and units that utilizes outside constituents and professional standards and guidelines (as outlined in Priority Three).

Performance Indicator	2005 Baseline	2006	2007	2008	2009	2010
<ul style="list-style-type: none"> Create a systematic departmental review process that incorporates outside constituents. 	Program review process created.	Complete.	Complete.	Complete.	Complete.	
<ul style="list-style-type: none"> Conduct a critical analysis and systematic review of the Division, each unit, and each department to determine if the needs of students are being met. 	Division of Student Affairs underwent systematic review by outside consultant. (Completed)	Departmental review schedule was established with the process beginning in 2007 allowing for full implementation of organizational changes.	Departmental reviews underway according to established schedule with three units being examined during 2007-2008.	5 areas completed the review process in April 2009.	All areas will complete review by May 2010.	

Quality Measure Three: Increase number of formalized assessments being conducted within the Division.

Performance Indicator	2005 Baseline	2006	2007	2008	2009	2010
<ul style="list-style-type: none"> Increase the number of assessment projects conducted within the Division. 	39	64	81	94	114	

Quality Measure Four: Provide a list of all assessment projects and how the data are used to enhance programs and services.

- The various units and departments within the Division and the Department of Student Affairs Assessment conducted more than 114 assessments during the 2009 calendar year. This is a substantial increase over previous years and demonstrates a comprehensive effort to increase efficiency, demonstrate efficacy, and enhance programs and services within the Division. Departments report on assessment initiatives as well as how they are utilizing the data to enhance or modify practice. A comprehensive list is included in the assessment portion of this annual report.

IMPACT

Performance Indicator	2005 Baseline	2006	2007	2008	2009	2010
<ul style="list-style-type: none"> Expand and renovate University Housing. 	Conducted planning for renovation and expansion.	Plan is being reexamined to better meet Institutional priorities.	Plan is being reexamined to better meet institutional priorities.	BOR approved plan for new facility on East Campus. Plans have also been approved for the renovation of key residential buildings.	Construction of new facility began.	
<ul style="list-style-type: none"> Increase student activity space. 	On schedule with architect selection.	Progressing with this initiative.	Construction project has begun and is currently ahead of schedule.	Expansion and renovation of the Tate Student Center continued with the estimated completion date of May 2009.	Construction of Tate Expansion complete. Added additional 97,000 sq. ft.	
<ul style="list-style-type: none"> Construct outdoor leisure pool. 	On schedule with planning.	Project is no longer a priority for the Division of Student Affairs.	Project is no longer a priority for the Division of Student Affairs.	Project is no longer a priority for the Division of Student Affairs.	Project is no longer a priority.	

<ul style="list-style-type: none"> Expand and renovate University Health Center. 	Approval of project received from Board of Regents.	Project is on schedule with final approval of the architect.	Construction has begun, and the project is on schedule.	Expansion and renovation of the Health center is underway with an estimated completion date of May 2009.	Expansion complete.	
<ul style="list-style-type: none"> Relocate Lumpkin Street Fraternities to alternative location. 	Begin conversations, build support for relocation, and design multi-year plan for full relocation. (on schedule)	Project is progressing and being considered in conjunction with other Division and institutional priorities.	Negotiations complete. Construction to begin in 2008.	Construction on new houses began with a completion date of August 2009.	Construction complete.	
<ul style="list-style-type: none"> Renovation of Ramsey 232. 	Space currently occupied. (investigating funding sources)	Project is progressing and being considered in conjunction with other Division and institutional priorities.	Project is progressing.	BOR approved plans with construction beginning in Spring 2009.	Renovation complete.	
<ul style="list-style-type: none"> Acquisition of new space for a Club Sports Complex (new priority added during 2008). 				Property acquired and project was 90% complete in December 2008. The project was fully complete in March 2009.	Construction complete.	
<ul style="list-style-type: none"> Renovation of Field 9 in the Intramural Sports Complex to accommodate Red Coat Marching Band (new priority added during 2008). 				Plan devised and approved in Fall 2008. Renovation completed Spring 2009.	Renovation complete	



ASSESSING EFFECTIVENESS



The Division of Student Affairs continued its emphasis on assessment and quality improvement during the 2009 calendar year in order to increase accountability, improve services, and increase credibility with University faculty, staff, students, and stakeholders. The following is a selected list of projects by department and a description of how each has been used and/or is being used to enrich programs and services.

JUDICIAL PROGRAMS	
Assessment project	How results were used
Student Conduct Process Study	Study is in process and data are not yet available. Study was designed to learn how the formal hearing process can be improved.
The Influence of Alcohol on GPA	Conduct officers now intentionally discuss academic performance with students who go through the conduct process for alleged alcohol violations. Orientation presentations were changed to discuss the relationship between alcohol and academic performance.
Retreat Assessment	Results were used to set the strategic vision for the year regarding student learning and development. Areas of emphasis are collaboration and social responsibility.
Spring 2009 Semester Report	Results were used to compare judicial trends to previous summer and fall semesters.
Summer 2009 Semester Report	Results were used to compare judicial trends to previous spring and fall semesters.
Fall 2009 Semester Report	Results were used to compare judicial trends to previous summer and spring semesters.
Annual Report	The data from this assessment will inform the development of proactive educational programs for students.
New Employee Orientation	The results from the assessment were utilized to improve future New Employee Orientations.
AAU Benchmark Study	Results were used to assist the University in becoming a member of AAU.
Office Title Benchmark Study	Information was utilized to develop a proposal to change the name of the Office of Judicial Programs.
Staff/Faculty Hearing Training	Results used to improve subsequent training exercises for staff and faculty hearing administrators.
University Judiciary Training	Results used to improve training curriculum for members of University Judiciary.
STUDENT SUPPORT SERVICES	
Assessment project	How results were used
Phone Call Tracking Study	Information has been used to identify the busiest times during the semester. This information helps staff better plan for busy periods.
Self-Study for Institutional Effectiveness	This study yielded recommendations that have been incorporated into the unit's operations.
CAMPUS LIFE	
Assessment project	How results were used
Student Employee Training Program Assessment	Results have led to the restructuring of the program to include more development opportunities based on employees' responsibilities.
UGACard Event Tracking System	Results are provided to event sponsors and used to identify demographic trends in event participation.

Dawg Camp Staff Training	Results used to identify learning outcome areas to emphasize in future training programs.
Dawg Camp Discovery Participant Pre/Post Test	Resulted in an understanding of the effectiveness of the program and the experiences of the participants.
Dawg Camp Discovery Staff Evaluations	Results used to make changes to staff training curriculum and program logistics and to identify changes to improve program effectiveness.
LeaderShape Institute Assessment	Utilized results to identify the program's effects on student learning and development.
Alternative Spring Break Participant and Site Leader Evaluations	Results were used to improve the application process, expand trip offerings, and increase effectiveness for the program overall. Results were used to improve the site leader training program and to justify the restructuring of the executive board (added a position for service-learning training) as well.
Leadership UGA Study	Used formal assessment tool created in previous year to formulate new programs.
Leadership Resource Team Evaluation	Used results to improve educational opportunities offered to UGA students, staff, and off-campus students and staff attendees. Results also led to the formal renaming and restructuring of the organizational presentations into the Leadership Success Series.
GREEK LIFE	
Assessment project	How results were used
Survey of Civic Engagement	Results indicated that students need to integrate more education into their philanthropic initiatives and interact more meaningfully with local nonprofit agencies.
New Member Surveys	Results will be used to improve new member educator training sessions and new member seminars.
Leadership Development Program Study	Results will be used to improve training and diversity experiences for participants.
Facilities Management Assessment	Results will be used to establish policies and procedures for the newly built Greek Park. Results will also provide an historical record describing the opening and initial operations of the facilities in the Greek Park.
OFFICE OF VIOLENCE PREVENTION	
Assessment project	How results were used
Advocacy and Support Services Study	The unit has created an evaluation form that is currently being used to gather data in order to improve its advocacy and support services for survivors of interpersonal violence.
Campus Safety Survey	The unit is developing a campus safety survey that assesses a variety of issues related to safety on campus.
DISABILITY RESOURCE CENTER	
Assessment project	How results were used
Student Satisfaction Survey 2009	Results indicated that 96% of respondents were satisfied with services overall.
Database Security Survey	Results indicated a need for security screens on all computers that directly or indirectly face the hallway or front desk area. Data also indicated a need for the access level of some users to be reduced to enhance security.

Website Survey	Respondents reported good to excellent ratings on aspects of the website, including appearance, ease of use, and usefulness of content.
DRC Scholarship Program Study	Findings indicated that students participating in the DRC scholarship program exhibited high levels of self-esteem. Findings will be used to enhance program effectiveness and fundraising efforts.
Testing Survey	Findings supported implementation of a pilot program designed to support instructors in providing accommodations in the department and prompted the development of a "triplicate" test accommodations form.
Proctor Seminar Series Evaluation	Staff demonstrated an increased understanding of the DRC mission and accommodations, as well as a better awareness of specific disabilities.
Case File Reviews	Student file reviews revealed the need for creating a database to assist in case management.

EXTENDED CAMPUSES

Assessment project

How results were used

Client Exit Survey	Results indicated that more time needed to be spent educating clients on the assessment process. Educational materials have been created to assist clients in understanding the process.
Griffin Campus Career Fair Survey	Results indicated that students benefited from career preparation sessions. The most helpful aspects of the fair were identified; these aspects will be stressed in future events.
Griffin Campus Student Activities Survey	Results helped determine types of events in which students were interested and best times/day to offer events. These results were used to plan events for upcoming semesters.
Gwinnett Campus Student Life Survey	Results led to the elimination of planned family day, the provision of leadership information related to highly rated topics, and the continuation of offering tickets to Atlanta-area cultural events.
Gwinnett Campus Healthy Habits Survey	Results used to continue and expand initiative based on student learning and development objectives and general student satisfaction.
Gwinnett Campus Coffee and Culture Survey	Results used to continue and expand initiative based on student learning and development objectives and general student satisfaction.
Gwinnett Campus Raising Respect Survey	Results led to changing the diversity initiative from a week long program into a year-long effort. The unit is now doing more programming related to diversity but it is not confined to a one week period.
Gwinnett Campus Activities Assessment	Results used to redirect use of staff time and resources away from creating a Relay for Life team and arranging a Pandora yearbook photo session for the campus. We also modified our magazine subscriptions based on feedback.

INTERCULTURAL AFFAIRS

Assessment project

How results were used

Spring Leadership Training 2009 Assessment	Data will be used to improve the Spring 2010 leadership transition training.
International Student Orientation	Results led to the inclusion of topics relevant to students' needs, including social security and immigration sessions. In addition, data indicated a high level of satisfaction from students who participate in the program.
Orientation Leaders Assessment	Data are used consistently to update and revise trainings and leadership opportunities deemed relevant to students' needs.

Student Organization Leadership Retreats Assessment	Results led to the provision of additional opportunities for interactive activities that incorporated different learning styles. Additionally, office staff included sessions and information in areas in which students indicated a need for additional training. Some of these areas included mediation, budgeting for their organization, delegation, and motivating members.
International Tax Assistance Program Assessment	Data show that the program receives approximately 5,000 e-mails from students seeking assistance. Data led to the improvement of the types of workshops offered for the tax year and the continuation of sessions and resources that students indicated were helpful for completing their tax forms.
International Graduation Assessment	Used results to improve quality of program and make changes as appropriate.
The Global Leadership Institute Assessment	Results included positive feedback in terms of student satisfaction regarding the program's promotion of student learning and development.
Evaluation of Let's Talk About It! (LTAI) Weekly Discussion Series	Results identified topics we need to tackle and marketing we need to pursue to attract a diverse audience.
Resource Center Visitor Tracking	This information indicates how many visitors visit over the course of the year. Results led to programming and the assignment of volunteers to greet students and provide peer support during peak usage time.
Sexual Health/Safer Sex Materials Resource Tracking	This system tracks the usage of specific safer sex materials provided by the University Health Center, such as dental dams, condoms, and lubricant.

RECREATIONAL SPORTS

Assessment project

How results were used

Student Staff Assessment	Changed new staff orientation as a consequence of results.
University Rated Category Equipment Review	Updated processes for surplus equipment to align with university-wide policies.
Student Preference Assessment	Helped determine the equipment we purchased and which radio stations get played. Results also helped to adjust the footprint to be more user-friendly.
Personal Training Client Survey	Evaluated trainer and mentor trainer for quality assurance.
Fitness Class Assessment	Feedback used to offer new/different programs and to evaluate staff training and program policies.
Recreation Complex Fields Compaction Study	Resulted in a new policy "laying over" the usage of certain fields at certain times to try to lessen the damage.
Natatorium Air Quality Study	Allayed fears that a user brought to our attention.
Hydrobic Survey	Resulted in scheduling change for intersession classes getting more pool time.
Natatorium Preference Assessment	Altered the type and style of music played.
Self-Study for Institutional Effectiveness	This study yielded several recommendations for improvement, five of which have already been incorporated into the unit's operations.

HEALTH CENTER

Assessment project

How results were used

Wellness Series Assessment	Used results to identify topics to include in the series, which teaching/presentation formats were most appealing to students, and to determine the most effective ways to market the series to students.
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CHOICES with Athletes Program Study	Improved the learning environment by segregating the classes by teams and gender.
Patient Satisfaction Annual Report	96% rated the personal respect they felt as excellent or very good. 94% of respondents would recommend UHC to a friend. 93% rated the helpfulness and courtesy of staff as excellent or very good. 87% rated their visit overall as excellent or very good.
Diagnosis Dictionary	77% reduction in the number of diagnoses in PnC
Safety and Efficacy of IUD's Placed in the Women's Clinic	WC performance and outcomes exceeded national benchmarks for safety and efficacy.
Chlamydia Screening	36 positive tests out of 1376 patients tested, with all patients treated appropriately and according to guidelines.
Evaluating Waiting Time Process from Start to Checkout	All target times met for all segments of visit except nursing assessment. Recommendations made to improve nursing assessment.
Improving the Physical Exam Process	Visits to PCP decreased from 2.28 to 1.8. Number of patients with >4 visits to UHC to complete process decreased from 3 to 1 when the patient saw an RN first.
New Employee UHC Orientation and Annual Training	New employee receives more complete and comprehensive information. Increased completion rate from 65% for first half of 2008 to 100% for last half of 2008.
Lab Coat Quality, Availability and Cost Evaluation	Low number of coats in inventory points to the need for staff education on proper return of coats. 88% of staff were satisfied with cleanliness which was the top priority. 76% were very satisfied overall. Several opportunities for improvement were identified.
Efficiency of Renovated Pharmacy	41% increase in work space increased number of steps used to do work by 35%.
Space Inventory Update	Met all performance measures. The project identified valuable data for UHC, Physical Plant and as a resource for UGA.
Immunization Clearance During Orientation Sessions	There were numerous positive comments and phone calls from students and parents expressing appreciation and value of service. Phone calls to the RHI department were reduced.
Monitoring Trends and Patterns and Improving AOD Access in Health Promotion	82% of AOD referrals were scheduled within the identified 21 day timeframe. All secure messages informing students of their assignments were sent within 7 days. 83% of students read their secure messages within 7 days. 79% of students completed the entire program within 90 days.
Using Enhanced Email Statements to Increase Online Bill Payments	Number of online bill payments increased by 41% and collected amount of online bill payments increased by 48% between January and March 2009. Accounts Receivable Days Outstanding decreased from 38 days to 26 days. Significant reduction in number of phone calls to Business Office.
Esysco Review	Food costs reduced by 21% with online ordering process.

Improving and Streamlining the Sterilization Process Within the Dental Clinic	Sharps exposures decreased by 60 - 70%. New instrument washer decreased the time in which an employee touched contaminated instruments by 40 minutes each day. Separation of Dental Lab and stock room from sterilization area created a one way flow through the sterilization process.
Impact of Implementing UGA Faculty/Staff Access to Massage Therapy Services at UHC	Massage therapy appointments increased by 69% overall including a 56% increase in student appointments.
Pre-procedure Instruction/Verification Compliance	The clinic did have a 100% success rate of the pre-procedure verification process. 73% of patients who were contacted were on time and took pre-op meds. 0% of those who were unable to be reached were on time and took meds showing importance of reminder calls.
Documentation of Potential Pregnancy Status on Radiology Orders in Order to Improve Patient Safety	LMP was documented 98% of the time which is slightly less than the performance measure of 100%. Failure to document counseling occurred twice, and it was felt to be related to documentation fatigue and habits of selecting routine "check boxes" without discriminatory deliberation.
Patient Understanding of Blood Pressure	100% of patients did have BP checked. 76% said they were told what the actual reading was, and 77% received an explanation of the reading. Performance measure was 80%. Plan to continue monitoring staff to insure they share information regarding BP readings with patients to give patients a better understanding of their overall health.
Transfer of CAPS Clients/Patients for Voluntary or Involuntary Hospitalization	60% of the records complied with all aspects of CAPS P & P for hospitalization. Compliance only increases to 86% if partial completion is considered. Goal was 100%. Process will be improved by establishing new triage system and having daily coordinator for crisis services identified.
Assignment of CAPS Clients Following Initial Consultation Appointments	All measures exceeded the target performance measure of 90%. Three clients with a wait code of Green waited longer than three weeks for assignment; eleven clients assigned a wait code of Yellow waited greater than 12 days; and five clients assigned a wait code of Red waited more than 4 days. Percent Reaching Target for Code Green was 98%; Code Yellow was 98%; and Code Red was 95%.
AUDIT PAS Screening Uptake	7% of patients referred by clinician completed the alcohol screening. Barriers to screening were specific to the individual rather than to the organization.
New Employee Orientation Experience	Limited number of participants so will continue study until the end of March.
Code Blue: Fainting After Labs	Only 1 patient incident of syncope following blood draw in 2009 as opposed to 4 incidents in 2008 by adhering to our policies
Evaluation of Vision Clinic Patient Satisfaction and Marketing Methods	Achieved 94.5% or more excellent and very good ratings in all customer service areas. Website, current patients, referrals and friends were the top referral sources.

UNIVERSITY HOUSING

Assessment project	How results were used
Student Staff Evaluation	Results used to provide more applicable in-services to undergraduate staff members for the coming semesters.
Evaluation of ECHD 3010: Paraprofessional Helping Strategies	Results used in planning next year's class sessions.
Student Staff Training Assessment Fall 2009	Results used by next year's training committee in planning.
Community Desk Assistant Training Assessment	Results used by next year's training committee in planning.
Professional Staff Training Assessment	Results used by next year's training committee in planning.
Graduate Staff Training Study	Results used by next year's training committee in planning.
Adult Educational Session Evaluations	Assessment is in progress.
Student Staff Training Assessment Spring 2010	Results used by next year's training committee in planning.
Creswell Learning Communities Study	A mixed model research design was used to evaluate program goals.
ECHD 3010 Boundary Breaking Assignment Study	Assessment has not been completed, but results will be used to ensure assignments are meeting the learning objectives.
Single Room Occupant survey	Used to inform the assignment processes for Building 1516 and evaluate current waitlist process.

UNIVERSITY TESTING

Assessment project	How results were used
Student Satisfaction Survey	Results indicated a need for a quiet space to prepare and prompted department to evaluate current space and request an estimated cost for renovations.
Independent Learning Student Survey	Results indicate students are very pleased with comfort and customer service in the testing lab. Reinforced current practice.
Staff Development Workshop Assessment	Provided two additional follow-up workshops which focused on customer service and improved cohesiveness among staff.

STUDENT AFFAIRS ASSESSMENT

Assessment project	How results were used
CAS Self –Study	The Department conducted a program review using the standards and guidelines set forth by the Council for the Advancement of Standards in Higher Education. The review was used to identify areas of strength and opportunities for improvement within the Department.
Staff Achievement Innovation and Leadership Assessment	The Department developed and implemented a formal process to assess the extent to which SAIL events were achieving identified learning objectives and meeting the professional development needs of the Division staff. The data collected from this assessment will be used to shape next year's SAIL curriculum and improve the delivery of the curriculum.
Assessment Team Assessment	The instructors of the Department's Assessment Team administered a questionnaire to participants of the program to measure the extent to which the participants achieved the learning outcomes identified for the Assessment Team curriculum. The data collected from this assessment will be used to shape next year's Assessment Team curriculum and improve the delivery of the curriculum.

OVPSA Self-Study	The Department completed a self-study for the OVPSA in compliance with the Office of Institutional Effectiveness. The process yielded recommendations that will be considered for improving practice within OVPSA.
SALDOs Assessment	The Department completed a study of Division staff members' current understanding and use of SALDOs. The study was completed in 2009. An Executive Summary was prepared and disseminated to staff within the Division, detailing the study and its findings. Additionally, an educational document was prepared and disseminated to staff within the Division, addressing areas of concern discovered in the study. Finally, the data from this assessment led to the establishment of a departmental priority aimed at increasing educational resources and opportunities related to assessment for staff within the Division.
Annual SALDOs Assessment	The Department collected and synthesized reports from each unit with the Division on the way programs and services align with and measure SALDOs. An Executive Summary, illustrating the Division's successful integration of the SALDOS into all functional areas, was disseminated to staff within the Division. This report will be used in the Division's SACS reaffirmation documents as well.
Web Traffic Analytics	The Department used Google analytics regularly to assess the OVPSA website traffic patterns. Data from these reports are used to inform decisions regarding OVPSA website maintenance.