

Student Services Annual Department Report
Department: Associated Students

Humboldt State University

Enrollment Management and Student Affairs

Associated Students

Associated Students Mission Statement

Mission Statement

The Associated Students Council of Humboldt State University is a recognized non-profit corporation. The specific purpose of this corporation is to provide a means for responsible and effective participation in the governance of the campus; provide an official voice through which students' opinions may be expressed; foster awareness of these opinions both on and off campus; assist in the protection of the rights and interests of the individual student and the student body; provide services and programs as deemed necessary by the corporation to meet the needs of the student and campus community; and to stimulate the educational, social, physical, and cultural well-being of the University community. The Associated Students' services and programs shall be established for the purpose of providing essential activities closely related to, but not normally included as a part of the institutional educational program.

Related Items

1: Compliance

Description of Goal

To ensure compliance with all federal, state, and educational regulatory bodies.

1.a: Fiscal Audits

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

As a result of our annual fiscal audit, the HSU Associated Students external auditor will be able to provide a report to the CSU Chancellor of an "Unqualified opinion" meaning there are no reservations concerning our financial statements.

Measurement Strategy: Existing Data, Document Analysis, Tracking, Other

Assessment Method

The Associated Students will provide year-end financial information to the HSU Contracted External Auditor CliftonLarsonAllen LLP. The External Auditor will use generally accepted auditing standards to audit the statement of financial position of the Associated Students of Humboldt State University.

The Auditor will present the findings of the audit to the Associated Students Council. The AS Council will take action to accept the findings of the audit and provide the CSU Office of the Chancellor with the accepted audit and statement of financial position.

Results of Assessment

The Auditor, CliftonLarsonAllen LLP., issued a report dated September 12, 2014. The Auditor provided an opinion that the audited financial statements presented fairly, in all material respects, the respective financial position of the business-type activities and the aggregate remaining fund information of Associated Students of Humboldt State University of as of June 30, 2014, and the respective changes in financial position and, where applicable, cash flows thereof for the year then ended in accordance with generally accepted accounting principles.

A copy of the audited financial statements and auditor's report has been uploaded.

-  [Audited Financial Statement 2014](#)

Conclusions

The Associated Students will continue to perform its business functions in its usual operation based on the auditor's report. The auditor's have been retained by HSU for annual fiscal audits of its auxiliaries annually through 2019. The next audit will be completed on the current year's operations after the close of the fiscal year on June 30, 2015.

2: Facilitate AS Programs and Services

Description of Goal

To facilitate the operations AS Funded Programs and Services.

3: Active participation in AS and governing process

Description of Goal

To encourage active participation in the AS organization and the campus governing process.

3.a: Leadership Practice

Type of Outcome: Student learning outcome

Learning Domain: KA: Knowledge Acquisition, Construction, Integration & Application, IC: Interpersonal Competence, PC: Practical Competence

Description of Outcome

AS Council members will practice leadership through effective meeting facilitation, time management, communication, as well as commitment to the organization.

Measurement Strategy: Rubric, Other

Assessment Method

Measurement: Staff will measure Council's meeting proficiency. A rubric has been developed to measure: basic meeting mechanics, conduct of business, Communication, Facilitation and Group Dynamics.

Criteria for Success:

Individual indices are measured at three levels:

The **Basic-Baseline** level is necessary for the AS Council to meet and accomplish the duties of the Council.

The **Developing** level is necessary for the Council to represent their constituents effectively, understand the business items they are considering and work as a group.

The **Proficient** level is necessary for the Council to engage the public and each other appropriately, be prepared throughout the meeting, strive towards consensus and create a team atmosphere.

* A copy of the rubric has been uploaded to the file directory.

Method:

The AS Office Coordinator, is a former AS Council member (2009-2012) and is familiar with the Associated Students organization. The Office Coordinator's participation in the assessment project is limited to the evaluation of the AS Council meeting and does not design or provide training to the AS Council. The Coordinator was provided with the rubric and instructed to notate when the AS Council performed at different meeting proficiency levels.

Results of Assessment

Bolded items indicate that the item was observed by the evaluator in the AS Council meeting.

**Level 1 –
Basic-
Baseline**

**Level 2-
Developing**

**Level 3-
Proficient**

<p>Everyone can see and hear each other</p>	<p>The environment is inclusive & comfortable</p>	
<p>Starts on time</p>	<p>Agenda is followed in an appropriate and timely manner.</p>	<p>Agenda is followed in a timely manner. Discussion on items are sufficient.</p>
<p>Council Members have agenda materials</p>	<p>Council members have reviewed agenda prior to meeting</p>	<p>Council members are prepared to discuss items on the agenda</p>
<p>A majority of the Council is focused on the special presentation. Distractions are at a minimum</p>	<p>All of Council is focused on Special Presentation. There are no distraction created by Council</p>	<p>All of Council is focused on Special Presentation. They engage the presenter appropriately.</p>
<p>The Chair provides a chair report</p>	<p>The chairs report is appropriate (meeting overview)</p>	<p>The chair’s report prepares the council for the meeting and council is attentive.</p>
<p>Public Comment is provided.</p>	<p>Chair explains that public comment is for items not on agenda</p>	<p><i>Chair provides appropriate time limits for public comment based on size of agenda and number of speakers.</i></p>
<p>Appointment process is orderly</p>	<p>Council is attentive during appointments and the motions are made correctly</p>	<p>Council engages appointees with appropriate questions</p>
<p>Old Business Item is heard in the following order -Presentation -Public Comment -Motion -Council Discussion -Approval</p>	<p>Distractions are limited. Council is not confused by parliamentary procedure</p>	<p>All Council members are engaged in the old business item. Members address the chair. No distractions present.</p>
<p>All members provide reports</p>	<p>Reports are succinct and appropriate.</p>	<p>Reports are prepared ahead of time</p>

Facilitator Communication

Body language is open and welcoming	Maintains a sense of professionalism	Is professional throughout meeting
Chair maintains control of the discussion during	Keeps Opinion to a minimum	Refrains from personal opinion.
Makes eye contact, looks around, listens well	Keeps conversation on track and relevant	Points out connections between different parts of the discussion

Group Dynamics

Everyone seems comfortable	Cohesive sense of group	Team Atmosphere
Most people are contributing	Active participation rather than passive listening.	Group asks questions of each other with curiosity and without pressure or defensiveness
Council members stay and continue to participate even when outcome is not favorable.	Feelings are discussed, valued and respected	Participants are engaging, validating and respectfully listening to each other's thoughts and feelings
Members wait to be called on by chair	Different opinions are voiced and heard respectfully	Consensus is made when opinions differ for a positive outcome.

Conclusions

The evaluator summarized improvements the AS Council can make for more productive meetings. AS consideration or action on the improvements are included in italics.

1. Council should provide more focus to presenters. Council members shuffled papers and did not provide full attention to presenters.

The AS Fall Orientation has been modified to include additional meeting practice prior to the beginning of the academic year. This suggestion will be incorporated into the training.

2. Council members who are late should enter the room quietly.

The AS Fall Orientation has been modified to include additional meeting practice prior to the beginning of the academic year. This suggestion will be incorporated into the training.

3. Council should engage in the question and answer periods so that questions are not repeated.

The AS Fall Orientation has been modified to include additional meeting practice prior to the beginning of the academic year. This suggestion will be incorporated into the training.

4. Vice President's should have a better understanding of the appointment process and come prepared with notes on the candidates.

An executive committee meeting will be scheduled prior to the beginning of the year to better train Vice President's and the AS President on the appointment process.

5. Council needs clarity on the parliamentary procedure to amend a motion and call a question.

Additional guidance will be provided to the chair to better facilitate these processes. The meeting practice at the fall orientation will review these procedures.

6. Reports should include complete information and should be written ahead to make sure that all information is included.

The AS Council has amended their Governing Code to require that written reports be submitted prior to the AS Council meeting.

7. The Chair should facilitate discussion to avoid back and forth between Council members.

Additional guidance will be provided to the chair to better facilitate discussion. It is recommended that the 2015-16 Legislative Vice President receive additional parliamentary procedure training at the 2015 CSU Unity Conference.

8. The Chair should ask for hand counts in votes for the benefit of the audience.

The AS Staff will forward this recommendation to the AS Executive Committee for consideration.

9. The Council should consider adopting a procedure to limit the use of phones and electronics during meetings as it distracts other's in attendance.

The AS Staff will forward this recommendation to the AS Executive Committee for consideration.

3.b : Understand Organizational Structure

Type of Outcome: Student learning outcome

Learning Domain: KA: Knowledge Acquisition, Construction, Integration & Application, IC: Interpersonal Competence, PC: Practical Competence

Description of Outcome

As a result of trainings and workshops, AS Council will understand the organizational structure/context of the university and able to apply it to their roles and responsibilities

Measurement Strategy: Pre and Post Survey, Observation

Assessment Method

The Associated Students Council members received training and orientation materials in the beginning of the Academic Year to help them understand the University's organizational structure. The orientation embedded multiple ways that the Council gained information on the University's organizational structure including:

1. Overview of the University Organizational Structure by the Associated Students General Manager.
2. Council is provided a copy of the University Organizational Structure published by the University President's Office in the 2014-15 Orientation Materials manual.
3. Council Representatives meet with the University President, Vice President for Administrative Affairs, Vice President for Advancement, Provost, and Vice President for Enrollment Management and Student Affairs.

The Council also has had the opportunity to become familiarized with the campus executives (Vice Presidents) through their attendance at AS Council meetings.

In late fall 2014 the AS Council received a mid-year survey which embedded the following questions related to University Organizational Structure:

What is the TITLE and NAME of the individual that oversees the Division of the University that includes: Admissions & Records; Children's Center: Dean of Students & Student Support Services; Financial Aid; Housing & Residential Life; Student Health; Wellness & Counseling Services; Veterans Enrollment & Transition Services?

What is the TITLE and NAME of the individual that oversees the Division of the University that includes: Business Services; Facilities Management; Payroll; Planning, Design, Sustainability & Transportation Management: Procurement & Risk Management: University Police & Emergency Management?

What is the TITLE and NAME of the individual that oversees the Division of the University that includes: Development and Alumni Relations, KHSU, Marketing and Communications?

What is the TITLE and NAME of the individual that oversees the Division of the University that includes: Academic Programs, Diversity and Inclusion, eLearning and Extended Education, Information Technology Services, Institutional Research and Planning, Center for Institutional Programs, Library, Retention & Inclusive Student Success?

Results of Assessment

The percentage of students who could correctly identify the appropriate administrators based on the Departments within their division:

ALL COUNCIL MEMBERS: 68%

COUNCIL MEMBERS WHO ATTEND ORIENTATION: 78%

COUNCIL MEMBERS WHO DID NOT ATTEND ORIENTATION: 50%

FIRST YEAR COUNCIL MEMBERS: 71%

SECOND YEAR COUNCIL MEMBERS: 34%

Conclusions

Students who attend the Fall Orientation have a better understanding of the University

Organizational structure than students who do not attend the Fall Orientation.

Second year Council members who do not attend the Orientation are unlikely to retain knowledge on Organizational Structure from their first year. Of the three returning Council members, two members were unable to attend the AS Orientation and both incorrectly answered the questions related to organizational structure.

The Associated Students staff recognizes the importance of the Orientation experience for Council members. The orientation is mandatory for all AS Council members, with excused absences granted by the AS Legislative Vice President.

The Associated Students Staff will use the results of this assessment to emphasize the importance of attending mandatory orientations.

3.c: AS Budget Preparation

Type of Outcome: Student learning outcome

Learning Domain: KA: Knowledge Acquisition, Construction, Integration & Application, HCE: Humanitarianism & Civic Engagement, PC: Practical Competence

Description of Outcome

Using the AS fee, members of the AS Council will demonstrate fiscal responsibility through the development and oversight of the annual budget.

Measurement Strategy: Observation

Assessment Method

Measurement:

Staff will measure the Council's baseline understanding of the budget process. After understanding the Council knowledge of the budget process the AS Council Assistant will observe Council participation in the budget process.

Criteria for Success:

To be successful the Council must pass a budget by the Thursday, April 16, 2015 meeting.

The AS Council will be successful in the budget process if, as a whole, they pass the budget in the time frame outlined in the Associated Students Governing Documents and CSU Executive Order 369. The Council will also be observed and noted for their consideration of budget requests and appeals.

Observation of AS Council meetings will also be used to measure success to demonstrate that the Council reviewed the budget and were prepared to discuss or ask question on budget items.

Method:

Observation of AS Council meetings and final approval of the 2015-16 AS Budget will be used to measure success and to demonstrate that the Council reviewed the budget and were prepared to discuss or ask question on budget items.

Results of Assessment

In December, 2014 the Associated Students Council completed a survey that embedded questions regarding the AS Budget process. Two questions were asked to gauge the Council's understanding of the AS Budget Process.

The first question asked Council members to provide the AS Fee for Fiscal Year 2014-15 and 2015-16.

Of the 17 Council members who completed the survey, only six correctly knew the AS Fee for the 2014-15 Fiscal Year and only three knew the AS Fee for the 2015-16 Fiscal Year.




The second question asked Council members to order the following steps of the AS Budget Process:

- University President receives and reviews AS Budget
- Council hears all budget appeals from AS Programs
- AS Council approves budget
- AS Council and Program receive Recommended Budget
- Board of Finance conducts Budget Hearings.
- Proposed budgets due from Programs.

Of the 17 AS Council members, ten were able to successfully order the AS Budget Process.

After receiving the results from the mid year survey the AS Staff devised a training to help the AS Council understand the AS Budget Process. The training was provided to the AS Council at their January 31, 2015 retreat.

The AS Council successfully completed the AS Budget process on time. A copy of the budget and copies of minutes from budget meetings have been included in the File Directory. Discussion reviewed in the AS Council minutes demonstrates thoughtful consideration of the budget upon approval.

-  2015-16 Approved Budget
-  ASC Minutes 18 April 2, 2015
-  BOF Minutes 9 March 3, 2015



Conclusions

The Associated Students Staff provides adequate training to the Associated Students Council for the AS Budget Process.

Although students do not have a full understanding of the budget process at the beginning of the Spring semester the training and outlined steps allow the Council to gain the necessary information to complete the budget.

Staffing and Budget Snapshot

Investments

-  Budget snapshot
-  Staffing

Related Items

There are no related items.

End of Year Summary

Summary and Conclusions

The Associated Students Learning and Operational Outcomes were met this year.

Based on the information provided the AS Staff has identified areas where training provided to the AS Council is proficient in obtaining outcomes.

Areas that have been identified where training came be reformatted to improve outcomes have also been identified.

The Associated Students continues to achieve success in their Fiscal Audit (Operational Outcome).

Next Steps and Plans for Improvement

The AS Staff will be developing a better process for improving "leadership practice" which reflects the AS Council's meeting competencies. The Associated Students will be expanding training for meetings and parliamentary procedure in August 2015. A different format for parliamentary procedure training will be developed and the AS Council will likely discontinue use of a video that it has shown previously. The changes for improving AS Council Meetings will come from the recommendation of the AS Office Coordinator after observing the AS Council meeting.

The AS Staff will also use the results from the Organizational Structure outcome to insist on attendance at all orientations. The results have proven anecdotal observations that attendance at AS Orientation and Retreats greatly improves Council member experiences through out the year.

Related Items

There are no related items.