

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.

2: Facilitate AS Programs and Services

Description of Goal

To facilitate the operations AS Funded Programs and Services.

2.a: Training and Support

Type of Outcome: Student learning outcome

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

Description of Outcome

As a result of the training and support provided by the AS staff, program directors will understand where their money comes from, how to prepare a budget request, and how to spend allocations in compliance with AS policies and procedures.

Measurement Strategy: Pre and Post Survey, Observation, Document Analysis

Assessment Method

The Associated Students (AS) Staff will measure their customer service using a six prompt survey. The survey will measure the Fall and Spring semesters of

the 2015-16 Academic Year. The AS staff's helpfulness, behavior, and if members of Humboldt State University community received the assistance they needed.

Criteria for Success:

The findings of the survey is measured by two categories. The first category is the average percentage of each prompt and the overall average of the survey. The second category is the responses received from the open-ended question.

The first category is separated into three target indicators. The reviewers will use the overall response rate from each survey prompt to dictate if the target indicators have been met or requires future action. For example, if an overall response from one prompt is low but has a high positive rate. The reviewers may note the target indicators have been met, but require future action is required to increase participant rates in future surveys.

Proficient

- The overall response rate is high. The services and quality of service will have been meet with a high rate of approval. Future action is not required.

Basic-Baseline

- The overall response rate is within an acceptable range. The services and quality of service standards have been met. Some or all services may need future actions to be reviewed and altered for improvement.

Needs Improvement

- The overall response rate is low. Future actions is required is needed to resolve issues found within the responses. The AS Staff will need to review their standard operating procedure and consider making major changes on how business is conducted.

The second category is the responses received from the open-ended question. The responses will provide specific feedback the AS staff will use to improve their services.

Method:

In order to understand if the Associated Students AS staff is providing competent advising, high quality service, and accurate information, an on-line survey was developed. The survey was use to examine the perception of members of the Humboldt State University community during the Spring and Fall Semesters of the 2015-16 Academic Year. Specifically members who are receiving services from AS staff. The survey focuses on the AS staff's helpfulness, behavior, and if members of the Humboldt State University community received the assistance they needed.

The survey had six prompts. Two prompts focused on the participant's purpose for receiving AS services. Here are the two prompts:

- What was your reason for coming to the Associated Students office?
- Reason for Service?

Three prompts were structured as yes/no questions. The prompt included a "somewhat" response. These prompts focused on the quality of service:

- Did you get the service you needed?
- Was the A.S. staff friendly?
- Was the A.S. staff helpful?

One prompt was open-ended. The open-ended prompt enabled the participant to expand on a yes/no question if they answered with a "no" or "somewhat."

- How can the A.S. staff improve their quality of service?

The prompts provided a general perception of the participant's opinions regarding the services AS provide. The expectation is the survey results will provide a better understanding of AS services.

Results of Assessment

Results:

Both semesters provided similar overall results, but different answers for the open ended questions. In the Fall semester results, ten out of eleven participants provided positive reviews of the AS staff. One participant expressed the deposit form changed, which negatively impacted their opinion of the services AS provides. In the Spring Semester, the participants provided positive reviews of the staff, but noted the need for more staff and outreach.

Fall distribution

During the Fall Semester, of the twenty-two surveys that were distributed eleven participants submitted a response. Of the eleven participants, nine were students (98.8%) and two were non-students (1.2%). The non-student participants were either Humboldt State University staff or faculty.

Ten participants (90%) said their reason for coming to the AS office was for AS business services and one participant (10%) came for AS Council and Committees services (See Table 1).

Spring Distribution

During the Spring Semester, twenty-four surveys were distributed and seven responses were submitted (33%). Three of the participants were staff or faculty and the other four participants were students. Six of the participants received AS business services and two participants received AS Council and Committee Services (See Table 1).

Table 1: Reason for Services

Semester	Fall	Spring
Current Student	9 81%	4 57%
A.S. Business Services	8 88%	2 50%
A.S. Council and committees	1 12%	2 50%
Non-Student	2 18%	3 43%
A.S. Business Services	2 100%	3 100%
Grand Total	11 100%	7 100%

Reviewing both semester results, the responses was positive. During the Fall Semester Survey, ten participants believed the AS staff was helpful, friendly, and received services they needed. One participant, a current student, rated AS staff as "somewhat" helpful, friendly and received the services they needed (See Table 2). The same participant provided a reason within the open-ended question. During the Spring Semester Survey, all the participants believed the AS staff was helpful, friendly, and received services they needed (See Table 2.).

Open Ended Questions:

The open-ended question enabled participants to provide additional comments if they rated the yes/no questions with "no" or "somewhat." Many of the participants explained the staff was great but under staffed and had feedback regarding the office space.

Fall Survey

As noted above, one participant during the Fall Semester answered with

“somewhat.” The participant expressed an issue with the new deposit slip form. They requested AS staff provide a tutorial of the new process. They also expressed an issue with, “the rise of ‘Greek Life’ on campus.” This issue is not applicable within the services the AS staff provides.

Table 2: Response to Yes/No Questions

Spring

Did you get the service you needed?	Fall	Spring
Current Student	9 81.8%	4 57%
Somewhat	1 9.1%	0 0%
Yes	8 72.7%	4 100%
Non-Student	2 18.2%	3 43%
Yes	2 18.2%	3 100%
Grand Total	11 100.00%	7 100%

Was the A.S. staff friendly?

Fall Spring

Current Student	9 81.8%	4 57%
Somewhat	1 9.1%	0 0%
Yes	8 72.7%	4 100%
Non-Student	2 18.2%	3 43%
Yes	2 18.2%	3 100%
Grand Total	11 100.00%	7 100%

Was the A.S. staff helpful?

Fall Spring

Current Student	9 81.8%	4 57%
Somewhat	1 9.1%	0 0%
Yes	8 72.7%	4 100%
Non-Student	2 18.2%	3 43%
Yes	2 18.2%	3 100%
Grand Total	11 100.00%	7 100%

Semester

Of the twenty-four surveys during the spring semester that were distributed, seven participants submitted a response. Of the seven participants, 3 were non-students (43%), and 4 were students (57%). Five participants (72%) said their reason for coming to the AS office was for AS business services and two participants (28%) came for AS Council and Committees services (See Table 2).

In short, the AS staff has received mostly positive responses. The majority of the participants have provided positive reviews of the AS staff, they have also expressed the need for more staff and resources.

All of the participants expressed the AS staff, is helpful, friendly, and they were provided the services they needed. Yet, many of the participants expressed the AS Office is understaffed and the AS office is not an inviting space. For example, one participant stated, "Provide more support for Rachel so she is able to process check requests easier." The participant expressed the need for more staff members in the office to help the current staff process documents faster. Other participants provided similar opinions about the lack of support. As one participant stated, "The services that are provided are not known and they need to be widespread to be able to have to impact that they are meant to have on student experience." In essence, the participant would like more students aware of the services AS staff provide.

Conclusions

Conclusion:

Overall, the response was very positive. The staff is proficient in their ability to provide high quality services and train students and advisors on club banking and other services required for those persons to succeed in their duties. On the other hand, the staff realizes they are limited by resources and time. The office is under staffed and have few resources to provide additional services to the campus community.

Currently, the AS staff has a tutorial and student organization banking manual for student club members. Both documents are given to the HSU Clubs and Activities office, who uses the information during mandatory student club orientations at the beginning of the semester. The manuals are also provided to new clubs with a signature card before the club is activated and the tutorial and banking club manual can be accessed on the AS website. The staff also provides training on banking and properly completing forms for each of the AS funded program either at the start of the fall semester or when the students are hired which is usually at the end of the spring semester or when the campus on the summer break.

Alternatively, the survey did not yield a high participation rate and there was a lack of feedback from the participants. This section will discuss the recommendation from the survey results.

Low Participation Rate

Compared to other weeks, the weeks the survey was distributed the AS office did not receive a lot of AS business related inquires. If the surveys were distributed on weeks with more inquires it would be likely there would be a higher response rate. Unfortunately, during those busy weeks the current staff does not have enough time and resources to maintain a larger survey distribution system or be able to analyze the data in a timely manner. This problem is related to the participants concerns for more staff and resources.

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.d: Staff Creating an Inclusive Environment

Type of Outcome: General Outcome

Learning Domain:

Description of Outcome

Staff will create an inclusive environment whereby all students feel welcome to participate in the campus governing process.

Measurement Strategy:

Assessment Method

Results of Assessment

Conclusions

Staffing and Budget Snapshot

Investments

 15-16 D404 AS staff

 15-16 D404 AS SW100 funding

Related Items

There are no related items.

End of Year Summary

Summary and Conclusions

Next Steps and Plans for Improvement

Related Items

There are no related items.