

**Annual Report
2010-2011
Student Services
Dean of Students Office**

Mission:

The Mission of the Dean of Students Office is to contribute to the educational mission of the university by providing services and programs that support the academic and personal development of students in order to better prepare them to positively impact the university community and global society. Students are invited to bring their questions and concerns to the Dean of Students Office.

As the staff of the Dean of Students office, we are committed to promoting a campus climate that fosters civility and that encourages the full and free participation of all students. To that end, our responsibilities include:

Services:

- Administrative oversight for all offices and programs within Student Services
- Academic dismissal appeals
- Attendance issues
- Student death protocol
- Judicial affairs/student conduct
- Student rights and responsibilities
- Special circumstance withdrawals
- Student complaints
- Policy and procedures information and appeals
- Point of contact for faculty with student concerns
- Coordination of Students of Concern committee
- Advisement of Stout Student Association
- Building Manager
- Bias Incidence Response Team

Parents, staff, faculty and members of the public are invited to contact this office for information on campus policies and to report issues or incidents they feel should be brought to the attention of the campus.

Student Services Goals for 2010-2011:

- To become more efficient in budget management
 - Training for office managers with Hyperion/WisdM was supported along with support staff office meetings with Budget Manager.
- “Inclusive Excellence” as a professional development theme
 - All Student Services department meeting in August and January involved diversity awareness and training. Barb Miller presented in August and Carl Olson in January.
 - Co-sponsored “Stop the Hate” campaign and Southern Poverty Law training on campus.
- Implement “sustainability” practices
 - Steering Team met with Krista James and is reading and discussing as a group, the articles from “Choices for Sustainable Living.

Dean of Student Goals for 10-11 Goals:

- Successfully implement the Campus Wide Alcohol Plan to include increased off campus enforcement of Ch. 17
 - This plan was multifaceted and submitted as a campus wide Action Plan. At the end of the 10-11 year, it was determined the plan had been implemented successfully with no identified gaps.
- Utilize Maxient Conduct software to track, manage, adjudicate and report on student behavior concerns and violation.

- Maxient has been fully implemented this year with the Asst. Dean of Students as administrator. All student academic and non-academic misconduct as well as Students of Concern cases are being tracked and managed using Maxient.
- Submit Educational Opportunity Center and Educational Talent Search TRiO grants- fall 2010.
 - Both grants were submitted. ETS was successfully funded for 5 years and we are still waiting to hear on the EOC grant.
- Implement “Inclusive Excellence” toolkit for Student Services
 - This was not successfully implemented. A small working group was formed, but this goal was not accomplished.

11-12 Goals:

Increase number of students participating in high impact practices – learning communities, FYE options, and bridge programs for first year students.
 Alcohol Plan – include Post 21 initiatives, community collaboration, E-Chug, Dunn County Area Task Force Plan, and PARQ implementation and interpretation of UW System Survey.
 Complete Dean of Student website updates and brochure to include more information on the complaint process.
 Implement requirements on Title IX as outlined in OCR document that pertain to investigation and adjudication of sexual harassment/assault.
 Dean of Student will become certified in Intercultural Development Inventory to become Student Services trainer.

Professional Staff:

Joan Thomas, Dean of Students 1.0 FTE
 Debra Shefchik, Associate Dean of Students 1.0 FTE
 Dennis Shaw, Assistant Dean of Students 1.0 FTE

Administrative Assistance:

Karen Pauly, Office Manager 1.0 FTE
 Student Help 10-15 hours per week/per semester

Facilities:

The Dean of Students Office is located on the first floor and mezzanine level of Bowman Hall, Room 130. This complex consists of the office manager work area, LTE reception and waiting area and offices for DOS, Assoc. DOS, Asst. DOS, Learning Community and New Student Orientation coordinator, a hearing room, and storage room for confidential files.

The increase in space and remodeling took place during the 2010-2011 academic year and is near completion. This arrangement allows for a visible front door, confidential waiting area, LTE support space, office space for 4 professional staff, storage space to include confidential student files and personnel records, and a room to hold disciplinary hearings.

The new facilities are a big improvement to the overall operation of the Dean of Students office and were supported by the Chancellor and the Provost.

Budget 10-11:

The Dean of Students Office has 4.65 FTE to include 4 professional staff and 1 support staff. The total operating budget is \$428,589.

	102-0-360001 DOS		102-0-360007 FYE		Special Projects Fund 131	
Unclassified	176,460	2.0	29,500	.5	101,126	1.0 Asst. DOS
Classified	52,408	1.15				
GA/LTE	0					
S & S	10,295		31,200			
Student Payroll	1,500		26,100	Student Mentors		
Total	240,663	3.15 FTE	86,800	.5 FTE	101,126	1.0 FTE

Benchmarks/Assessments:

NSSE, Maxient Database, AdvisorTrac Data, Exit Interview, Student Satisfaction, Dean's Evaluation, Principles of Good Practice in Student Affairs

Strengths and Successes:

Customer service, addition of the assistant dean of students position, full utilization of Maxient software database to foster implementation of UWS Ch. 14, 17, and 18 of the Administrative Code and Students of Concern Team (behavior intervention /threat assessment).

We provided service to:

- 591 incidents of disciplinary incidents of academic (61 instructor referrals) and nonacademic misconduct which resulted in UW System sanctions of 202 warnings, 148 probations, 48 suspensions, and 0 expulsions. Also, 36 parent notification letters were mailed for repeated alcohol conduct incidents.
- 75 students received special circumstances university withdrawals.
- 290 student emergencies/absences
- 1 student death with implementation of the student death protocol.
- 60 students (18 students were transported to the hospital for threat to their personal safety) received risk assessment through the Students of Concern Team with coordinated plan and follow-through.
- Dismissal appeal process:
 - Fall 2010 semester (324 dismissed) 111 appeals with 34 students readmitted and
 - Spring 2011 semester (283 dismissed) 95 appeals and 22 students readmitted with an additional 59 offered admission as an enrollment strategy.

The Dean of Students Office was allotted a full-time emergency hire assistant dean of students position to address the challenges of investigating in a timely manner the quantity of incidents of student misconduct as defined by University of Wisconsin-System Chapter 17 and database administrator of the Maxient misconduct software.

The dean of students developed and implemented, in collaboration with others on and off campus, the Alcohol Plan (University Priority) to address High Risk Drinking.

The dean of students coordinated the Growth Agenda grant submission that was successfully funded at \$33,913 enabling a continuation/expansion of Early Bridge programming coordinated through Student Support Services-ASPIRE and Multicultural Student Services.

The Dean of Students Office sponsored "Mental Health on Campus: Counseling and Judicial Affairs Partnerships" webinar.

The Dean of Students Office created a Students Rights and Responsibilities webpage and updated information on Dean of Students and Alcohol Education and Enforcement sites.

The dean of students participated in January Professional Development week and presented on academic misconduct, and associated dean presented on this topic to the faculty in the Social Science Department.

The Dean of Students is serving on the Diversity Leadership team.

The Dean of Students Office held a summer leadership retreat for directors of all offices that included the development of a Strategic Plan for Student Services as a whole and each individual office and programs.

The Dean of Students Office held an all Student Services meeting at the start of the fall and spring semesters. Also, in March, the dean sponsored a professional development guest speaker whose theme was “inclusive excellence”.

The Dean of Students developed a Comprehensive Campus Alcohol Plan for fall 2010 implementation.

The associate and assistant dean of students attended the Conduct Officer Training and Sexual Violence Prevention Workshop, sponsored by the University of Wisconsin System.

The Dean of Students Office and the Southern Poverty Law Center sponsored the Identifying and Responding to Bias and Bullying “Train the Trainer” Workshop.

The Dean of Students Office participated in the submission of the TRIO-Educational Talent Search grant for 2011-2016 (\$295,000 annually/awarded in July) and TRIO-Educational Opportunity Centers grant for 2011-2016.

The Dean of Students Office began work for the submission of TRIO-Upward Bound (October 2011) grant and TRIO-McNair (March 2012) grant.

The dean of students coordinated the establishment of a Veterans Counsel.

The dean of students secured additional funding for personnel and supported the purchase Smart Pens, assistive technology to meet the increased number of students with disabilities requesting accommodations.

The dean of students facilitated the update of Bowman Hall’s interior remodeling and signage.

The dean of students established a position for a Week One Orientation Leader.

The assistant dean of students attended the “Judicial Affairs Training Institute”, sponsored by the United States Department of Justice, Office on Violence Against Women.

The dean of students hired a director for the Advisement Center (Janine Thull) and Student Support Services-ASPIRE (Sharon Franklin).

The assistant dean of students chairs the Students of Concern committee which conducts risk assessment on students who are brought to the attention of the team.

The Dean of Students Office provided leadership and oversight to Student Services and continues to work with offices to secure external funding and reallocations to meet changing and growing needs. In times of serious budget constraints, we managed well within our unit to continue to provide excellent service with cutting edge technology and best practice programs and services.

Challenges:

The two greatest challenges up until the current time were effectively managing the conduct/disciplinary process without a judicial officer position and the limitations of space. As a result of support from the Chancellor and the Provost with the funding of an Asst. Dean of Students position and the increase in office space and remodeling, both of these challenges have been resolved.

Student Services Organizational Chart

Chancellor's Advisory Council
Provost Council
SSA Advisor
Administrative Leadership Team
Campus Alcohol Plan

**Dean of Students
Joan Thomas**

Student Academic Dismissals
Student Absences
Extenuating Withdrawals
Grade Change Appeals
Parent Relations
Student Concerns, Issues, and Complaints
Students of Concern Committee
Student Death Protocol
Outstanding Awards
Sexual Assault Report
FERPA Release Forms
Bias Incident Response Team

**Assistant
Dean of Students
Dennis Shaw**

Judicial Affairs
Alcohol Coalition

**Office Manager
Karen Pauly**

**Associate Dean of
Students
Deb Shefchik**

**Advisement Center
Janine Thull
Director**

First Year Advising
New Student Registration
Transfer Student Orientation
Change of major, minor, concentration, or specialization
Student Advising
Drop-in Assistance

**Career Services
Amy Lane
Director**

Co-op/Internships
Resume Writing
Interviewing Skill Development
Networking with Employers
Career Counseling
Career Conference

**Counseling Center
John Achter
Director**

Counseling & Consultation
Mental Health Outreach
Alcohol & Drug Education
Campus Violence Prevention
Employee Assistance Program
Standardized Testing

**Disability Services
Kara James
Director**

Document eligibility, provide mandated services to include: note taking, test accommodations, interpreters, priority registration, advocacy and auditory textbooks

**Multicultural Student
Services
Barbara Miller
Director**

Stoutward Bound Bridge & Learning Community
Retention Support Services
Advanced Opportunity Program
Lawton Undergraduate
Multicultural Retention Grant
Cultural education, development and engagement
Pre-College

**New Student
Orientation
Learning Communities
Kim Nimsger
Director**

Coordination of Living/Learning Communities
Learning Communities
Advisory Board
Learning Communities
Summer Workshops

**Educational Talent
Search
Carolyn Mertz
Director**

TRIO Program
Assist 6-12th Grade Students with postsecondary education
Preparation
Advisement, Tutoring, Financial Literacy and Career Exploration

**McNair
Richard Tafalla
Director**

TRIO Program
Designed to encourage eligible students to pursue graduate programs to doctoral degrees.

GRE Prep & Testing
Conference Travel Costs
Summer Research Internship
Seminars & Classes

**Student Support
Services
Sharon Franklin
Director**

TRIO Program
Cultural, Social, and Leadership Opportunities
Student Grant Aid
Retention Services
Strategies for Academic Success
Career Exploration Seminar
1:1 Academic Support

**Upward Bound
Julie Bruggenthies
Director**

TRIO Program
Assist first generation, income eligible 9-12th grade students with post-secondary education preparation to include:
Academic Advising, Tutoring, Career Exploration, and 6 week summer academy

Dean of Students Office
130 Bowman Hall
University of Wisconsin-Stout
Menomonie, WI 54751
715-232-1181

ASPIRE-Student Support Services (regular) and (disability)

	2010-11 Goals	Staff Responsibilities	Results
	Facilitate an Early Bridge Program in collaboration with Stoutward Bound, Spring Board, STEM early Bridge students and Great Lakes Higher Education.	Sharon Franklin Trudy Bement	2010FA Bridge program successfully completed in concert with MSS and STEM. Great Lakes Higher Education approved continuation of unused dollars through 2012 FA.
	Enhance cross curricular coordination with the Career Exploration and ASPIRE to Educate Early Learning Communities with an Early American History course; to include study and discussion groups.	Trudy Bement James Kircher	CES and ELC students were enrolled in the same Early American History course with ASPIRE staff assisting with the course on Fridays. GPA'S exceed general freshman and comparable groups (ECE LC and stand-alone Career Exploration seminar)
	Coordinate an ASPIRE section of English 090 with the English Department. ASPIRE will provide additional supports through the ASPIRE Writing Specialist.	Sharon Franklin Margaret Kitze Glenda Jones	English 090 section was coordinated with ASPIRE maximized writing assistance through ASPIRE. Engl 090 cohort GPA exceeded FR as well as other ASPIRE students in Engl 090. (See
	Expand the ASPIRE Student Mentor Program piloted in 2009-10.	Amy Riddle-Swanson Charles Krula	The mentor program was opened up to all new freshmen. Available mentors are listed on the Website.
	Expand "Student Leadership Development" opportunities	Charles Krula	Spring 2011 Leadership Event "Take the Leadership Challenge" Five step leadership process coordinated with Jeremy Graggert
	Include an electronic application for Student Support Services on the ASPIRE Website.	Sharon Franklin Yeng Lee	Application has been included on the ASPIRE-SSS website. Interactive application included for SAS with LC's.
	Expand staff involvement in the University community.	All Staff	<ul style="list-style-type: none"> • Counseling Department Hiring Committee TB • ARC Residence Hall Coordination TB • CVVP Advisory Board SF • CVVP Grant Site Visit SF • Summer Orientation and Registration Committee SF • Stop the Hate Campaign ARS • Graduation line-up assistance ARS

			<ul style="list-style-type: none"> • Registration Assistance – All • Learning Community • Coordination TB, JK, SF • Learning Community Training TB, CK • Career Conference Shuttle KGK • Banquet – Coordinated with MCS SF, MK • Growth Agenda - Worked with MSS, LC Director, DA Director, Dean of Students to submit a successful grant application. • MSS Coordinator hiring committee SF • Speakers/presenters at staff meetings: Jeremy Graggert, Grant Bauste, Mary Jackelen • Veteran’s Services committee TB • UW System Retention Program Showcase SF
	Coordinate programming with multicultural services.	Sharon Franklin	<p>Coordination of Bridge programs 2010FA</p> <p>Spring Banquet coordinated with multicultural services.</p> <p>Growth Agenda Grant accepted 2011-12</p> <p>2011 Bridge Program Coordination</p>
	Increase math supports for ASPIRE students	Sharon Franklin Mary Kallio	Expanded availability of student math mentors to ASPIRE students.
	Continue to develop coordination with institutional technology support to provide scripting for the Blumen Database.	Sharon Franklin	Hyperion queries in development

Advisement Center

Mission /Purpose	The purpose of the Advisement Center is to advise, support and inspire			
Vision Statements	<ul style="list-style-type: none"> • University leaders will look to the Advisement Center for expertise in the field of academic advising and student transition issues • The Advisement Center will be viewed as a campus model that inspires a student focused learning environment through our outstanding use of collaboration, innovation, flexibility and creativity in serving students. • Students will feel supported and inspired to develop an individual plan for success using a variety of convenient tools, methods and deliveries offered by the Advisement Center. 			
	Goals	Responsible	Performance Indicators	Outcomes
Goals 2011-2012	Review and enhance services that support the enrollment and retention of transfer students.	Janine Thull & Staff	Compare to previous years data.	
	Implement SAGE early alert in all identified Gateway courses and evaluate against DWF rates.	Janine Thull & Quintin Overocker	Compare to retention rates of first year students.	
	Review and revise data management practices utilizing Hyperion query system.	Janine Thull & Program Assistants	Compare to previous years spreadsheets, accuracy and time required for tasks.	
	Review current student staff assistants position descriptions, training and performance. Revise to improve efficiency and job satisfaction.	Janine Thull & Staff	Feedback and retention of student staff assistants.	

Career Services Goals 2011-2012

Mission	The mission of Career Services is to assist students and alumni in developing lifelong skills needed to find rewarding and gainful Co-op/Internship experiences and full-time professional employment by partnering with employers and faculty/staff.			
Objectives	<ul style="list-style-type: none"> • Provide students access to the most current and effective information on job search strategies, resume writing, job search letters and interviewing. • Encourage and support employers in creating Co-op/Internships where students can learn, develop and demonstrate workplace skills, knowledge and qualities. • Collaborate with employers to interview on campus, post job vacancies, attend career conference and access student resumes • Demonstrate effective communication and provide the highest level of customer serve. • Provide the University community with opportunities to understand more clearly and navigate comfortably the transition from school to work. 			
University Goals	Career Services Goals 2011-2012	Responsible	Performance Indicators	Outcomes
Goal 2: Enhance our educational processes through the application of active learning principles.	Collaborate with academic programs which are planning to integrate a co-op course into their academic plan of study.	Amy Lane	Develop a strategic list of targeted employer contacts related to specific programs who will be utilizing co-op as their experiential learning course.	
Goal 3: Promote excellence in teaching, research, scholarship and service.	Research and develop a multi-year assessment/ feedback plan for continuous improvement in our Career Services office to strategically plan services for students.	Amy Lane	Design a multi-year program assessment plan which will evaluate specific functional areas of our office. Implement the first year of the three year plan in 2011-2012.	
Goal 4: Recruit and retain a diverse university population.	Career Services counselors and staff will assess student needs and provide career related services to Saudi Arabia students at UW-Stout which will help to retain a diverse university population.	Amy Lane	Collaborate closely with the Office of International Education. Utilize resources such as the "BIG GUIDE" for cultural competency training for staff training. Research best practices utilized by other career services offices related to serving groups of international students.	
Goal 6: Provide safe, accessible, effective, efficient and inviting physical facilities	Redesign and update the on-campus interview rooms in Career Services to heighten our reputation and stay competitive with our peers who provide on-campus interview recruitment activities.	Amy Lane	Employer evaluations from on-campus recruitment, interview programs, and Career Conference. Evaluations from Career Services Employer Advisory Board members.	
Goal 7: Provide responsive, efficient, and cost-effective educational support programs and services.	Conduct registration of students for all Co-op courses in the Career Services office to provide responsive, efficient and cost-effective educational services.	Amy Lane	Provide efficient and cost-effective registration process in the Career Services office for 800+ Co-op students each year.	
Goal 7: Provide responsive, efficient, and cost-effective educational support programs and services.	Implement a Co-op Ambassador program to help engage students in their search for a co-op experience by promoting the co-op experience to students.	Amy Lane	Co-op ambassadors will assist in promoting the Co-op program to students across campus by using social media tools and giving mini presentations for Co-op outreach in classrooms.	

Counseling Center

Mission/Purpose	<i>The purpose of the Counseling Center is to contribute to the intellectual, emotional, and relational health and development of students.</i>			
Core Values	<ul style="list-style-type: none"> • Compassionate Service to the campus community • Expertise in college student mental health and related educational and prevention programming • Collaboration with others in serve to student growth, development, and wellness • Respect for Autonomy of others to assume responsibility for themselves • Support for Diversity and Inclusivity manifested in a welcoming and safe environment • Confidentiality as a foundation of ethical service delivery 			
	Goals	Responsible	Performance Indicators	Outcomes
Goals 2011-12	Revise Counseling Center website to incorporate greater interactivity and accessibility of information	Grant Bauste/John Achter/Colleen Davis	<ul style="list-style-type: none"> • Website is redesigned consistent with new university templates • Video and interactive self-help content is increased and marketed to students 	
	Pursue increased segregated fee funding for additional staff to meet increased demand for services	John Achter	<ul style="list-style-type: none"> • Proposal prepared/ presented during fall 2011 • Position hiring by fall 2012 	
	Support and contribute to year 2 of the Campus Alcohol Education and Enforcement Plan	Jake Bloom	<ul style="list-style-type: none"> • Implement the Step Up program with student athletes • Develop and implement post-21 prevention strategies 	
	Plan for transition of Campus Violence Prevention services upon grant completion	John Achter/Amy Nord	<ul style="list-style-type: none"> • Identify options for continuing key education, prevention, and victim advocacy activities and services • Pursue funding to support core activities 	
	Complete transition to paperless client file management	All	<ul style="list-style-type: none"> • Electronic files will become the primary storage for all client information • Paper documents/"working" files will be scanned into the electronic file and destroyed 	

Dean of Students Office

Mission	The mission of the Dean of Students office is contribute to the educational mission of the university by providing services and programs that support the academic and personal development of students in order to better prepare them to positively impact the university community and global society.			
Objectives	<ul style="list-style-type: none"> • Be visible to the campus as part of the administrative team, collaborate with faculty and staff, and support and advocate for students • Provide leadership, representation, support, advocacy and visibility to people, offices and programs in Student Services • Implement the UW-System Administrative Code related to student conduct • Proactively and efficiently address and respond to student issues and crises • Be aware of and responsive to current and future trends in higher education. • Provide opportunities for students to develop problem-solving and critical thinking skills • Support people, programs and structures for diversity and inclusivity. 			
	Goals	Responsible	Performance Indicators	Outcomes
Goals 2011-2012	Increasing number of students participating in high impact practices - learning communities, FYE options, and bridge programs for first year students	Joan Thomas and Kim Nimsgern	Increase in number of new students participating. Higher retention rate overall for participants	
	Alcohol Plan – include post-21 initiatives and continue to work on community collaboration.	Joan Thomas and Dennis Shaw	Action items in overall Alcohol Plan related to post 21. Participation on Downtown Area Advocacy Team	
	Finish Dean of Students Office brochure and web site	DOS Office Staff	Dissemination of brochure to campus and stakeholders	
	Implement requirements on Title IX as outlines in OCR document	Joan Thomas, Deb Shefchik, Dennis Shaw	Action items required by OCR have been completed.	
	Become certified Intercultural Development Inventory Training to become Student Services Trainer	Joan Thomas/ Barb Miller	Obtain training in Oct. 2011 and use inventory at Student Services January Professional Development	

First Year Experience – Learning Communities

Mission	To create unique learning opportunities that foster academic success by connecting students, staff and the university community.
Goals	<p>Learning communities set the PACE for college success:</p> <p><i>Partnerships: Encourage partnerships between faculty, students and staff that create curricular connections among courses and ideas, and to teach skills in meaningful contexts.</i></p> <p><i>Active learning: Engage students in active learning (Key Cognitive Strategies - Intellectual Openness, Inquisitiveness, analysis, reasoning-argument-proof, Interpretation, precision-accuracy, problem solving)</i></p> <p><i>Community: Build a supportive and inclusive community that respects diversity of ideas, talents, and cultures</i></p> <p><i>Engagement: Increase student engagement on campus</i></p>

2011-2012	Goals	Responsible	Performance Indicator	Outcome
	Increase the number of LCs offered by a minimum of 2 from previous year (12 LCs in 2010).	K Nimsgern	14 or more LCs will be offered in the fall of 2011.	
	Increase number of students enrolled in learning communities to 20% of incoming class.	K Nimsgern LC Sponsors Advisors	A minimum of 300/1500 students will be enrolled in LCs on the 10 th day of classes.	
	Incorporate the utilization of Student Mentors.	K Nimsgern Mentors	A mentor will be assigned to each LC. Mentors will participate in out of class events.	
	All LCs will offer a minimum of three out of class events or activities.	K Nimsgern Mentors LC Sponsors	3 event summary forms will be submitted by each LC.	
	Incorporate the utilization of standard evaluation tools to determine if said outcomes are being achieved: LC participants will... <ul style="list-style-type: none"> • Be retained at a higher rate • Have higher GPAs • Have higher graduation rates • Be actively engaged on campus • Spend more time on their academics • Be more satisfied with their academic experience 	K Nimsgern	Evaluation Summary Report	

Disability Services

Mission	The University of Wisconsin-Stout recognizes disability as an aspect of diversity. Therefore, we are committed to creating equal access and opportunity to all campus programs and services for persons with disabilities.			
Objectives	<ul style="list-style-type: none"> • Ensure students with disabilities have equal access across campus. • Serve as a resource for students, faculty, and staff regarding universal design/inclusive design. • Work with students to develop advocacy skills. • Inform and support all students (enrolled and perspective) on the services that Disability Services offers. • Work with others around campus to create a usable, equitable, sustainable, and inclusive environment. 			
	Goals	Responsible	Performance Indicators	Outcomes
Goals 2011-2012	Implement a new Letter of Accommodation.	Kara	*rewrite a new letter (that replaces the Test Accommodation Letter) to include classroom accommodations. *Gather faculty feedback prior to implementing the letter. *Present the new letter to faculty to make them aware of changes.	
	Move our test request process online.	Kara	*Work closely with IT to make process happen. *Offer contact information to other UW-schools that have implemented a successful similar process.	
	Update our database so that it can be integrated with People Soft	Kara	*Work closely with IT to make process happen. *Offer contact information to other UW-schools that have implemented a successful similar process.	
	Order additional Smart Pens, distribute, and train students on how to use them.	Kara	*Order 50 more Smart Pens. *Talk to students about the possibility of using a Smart Pen versus having a peer note taker. *Work one-on-one and in small groups to teach students how to use their Smart Pens.	
	Continue to learn how to understand our budget.		*Continue to work with WISDM *Learn Hyperion	

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Multicultural Student Services

Mission	Multicultural Student Services is committed to inclusive excellence to enhance equity, diversity and inclusivity by promoting PreCollege initiatives and supporting the retention and graduation of African American, American Indian, Asian and Latino/a students.			
Vision	Multicultural Student Services will provide leadership to inclusive excellence, in collaboration with students, staff and faculty to enhance life-long learning, enriched with cultural competence and equity for all. VALUES: Integrity, Multicultural Competence, Initiative, Collaboration			
	Goals	Responsible	Performance Indicators	Outcomes
Goals 2011-12	Research low graduation of African American, American Indian, Asian and Latino/a students to determine cause for attrition.	Barb Miller	Follow up on all non-returning 2010 students of color to determine cause for attrition. Review Compass/qualitative study outcomes.	
	Expand PreCollege campus visits during academic year and monitor PreCollege participants for university admissions.	Vickie Sanchez	Outreach to local communities and coordinate campus visits for high school students. (Just Do It/ Hmong, BRILLA/Latino/a and Native Pride/American Indian) Assist senior age precollege participants with university admissions and reinforce college readiness with all precollege participants.	
	Establish PreCollege program to increase participation of American Indian high school students.	Barb Miller and Vickie Sanchez	Outreach to tribal educators, students and families to build trusting relationships. Coordinate with staff and faculty to coordinate culturally relevant program. Develop brochure, poster, online information and application.	
	Receive Intergroup Dialogue training to enhance multicultural student engagement.	Barb Miller	Coordinate training with National Intergroup Dialogue Institute from University of Michigan.	
	Utilize Intercultural Development Inventory as a valid, reliable, cross-cultural	Barb Miller	Register and participate in IDI training and provide assessment with MSS	

	tool for assessing intercultural competence of individual staff members and team.		team.	
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Upward Bound Goals 2010 - 2011

2010-11 Goals	6 mo. Update	End of year progress
<p>Maintain budget. Monitor monthly</p>	<p>Budget being maintained with WISDM and soft ledger in the office. Need to look at carryover amounts.</p>	<p>Accomplished – totally meshed with Carla Griebner – to the penny!</p>
<p>Maintain 1-2 student tutors throughout the school year at all 4 schools</p>	<p>Have maintained 2 tutors so far this year. Not using tutors at Colfax and Boyceville. Will consider if needed.</p>	<p>2 tutors at MHS all year- EMHS all year Other 2 schools not needed</p>
<p>Recruit 14 Upward Bound students from 9-10 graders for Fall 2010</p>	<p>New students recruited and working out. Will recruit 2 more at Colfax in the next month.</p>	<p>Served 51 students over the year</p>
<p>Assist seniors with college applications so that +60% enroll in post secondary education Establish a yearlong timeline</p>	<p>College applications in for all students. PIN's acquired. FAFSA next. Everything going as planned.</p>	<p>3/24 not attending PSE- 88% -two in Military -one pursuing a singing career</p>
<p>Attend a national TRIO training by spring 2011</p>	<p>Plan to attend TRIO training in New Orleans this spring.</p>	<p>Attended Chicago training in March (JB) Las Vegas grant writing in June</p>
<p>Maintain student leadership group with all schools represented</p>	<p>Student leadership group has not met yet this year.</p>	<p>Did not use the leadership group this last year since half graduated. Will need to recruit a new group.</p>

Student Services

Goals 2011-12	Responsible	Outcomes
<p>Hire and train more student workers, particularly work-study students. (University Priority/Retention)</p> <ul style="list-style-type: none"> • Post Job Openings on <i>Career Link</i> • Provide required training program for student employees <ul style="list-style-type: none"> ○ Professionalism ○ Public Relations ○ Diversity ○ Financial Literacy ○ Confidentiality ○ Student Services information 	<p>Student Services Directors Amy Lane Janine Thull</p>	<p>Student employees will develop professionally and provide excellent service to the university as determined by follow up surveys to student participants and supervisors.</p>
<p>Two Student Services staff members will become trained in IDI – Intercultural Development Inventory, a reliable, cross cultural tool for assessing intercultural competence at individual, group, and organizational levels. (Inclusive Excellence)</p> <ul style="list-style-type: none"> • Tool will be used with Student Services Directors in fall 2011 • Will be used during All Student Services Staff meeting in January 2012 • Individual offices within Student Services will use with staff. 	<p>Joan Thomas Barb Miller</p>	<p>All members of Student Services will take the IDI inventory to assess cultural competence.</p>
<p>Steering Team Meetings will become paperless. (University Priority)</p> <ul style="list-style-type: none"> • Printed agendas, documents, minutes, etc. will be electronic • iPads or laptops will be brought to meetings • D2L site created for Steering Team • Outlook Training focused on organizing emails. 	<p>Joan Thomas</p>	<p>Utilization of iPads and learning technology. Wide sharing of Steering Team meetings and strategic planning available to all.</p>

Student Services Strategic Plan

Core Purpose (Mission)

To empower students in the development of lifelong skills leading to full participation in a diverse global society in support of the mission and goals of the University.

Core Values

Caring:

For students and others; personal and professional balance for ourselves; creating a supportive and empowering community.

Collaboration:

Positive relationships; respect for others; partnerships and interdependence

Integrity:

Trust, honesty and accountability

Excellence:

Best practices; continuous improvement of services; professionalism; personal and professional development

Diversity:

Learning environment that welcomes, promotes, and respects diversity of people and ideas

2015 Goals

- Investigate and secure resources necessary to meet the changing and expanding needs of students, parents, staff, employers, and other stakeholders.
- Develop a model throughout Student Services for identifying, evaluating, and celebrating best practices and quality improvement.
- Develop, implement, and improve methods of communicating, recognizing, and marketing Student Services programs, activities, and services to all stakeholders consistent with the university marketing plan.
- Support and practice a professional development strategy that includes cross training and succession planning to ensure continuity of operations, efficiency and quality of services, and increased staff knowledge, experience, and career progression.

Goals for 2011-2012

- Hire and train more students for employment in Student Services with particular emphasis on diverse populations and students who have work study allocations.
- Student Services staff will participate in the Intercultural Development Inventory, a reliable, cross cultural tool for assessing intercultural competence at individual, group, and organizational levels.
- Student Services Steering Team meetings will become paperless with electronic agendas, attachments, web links.



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