

## Nontraditional Student Center Program Review Recommendations

*Revised March 8, 2011*

**NOTE: Many of the recommendations provided by the Program Review board were implemented in Spring 2011 and prior to the review process (e.g. Single Appreciation Day, Nontrad Nights, Junction City Big Band, Liaisons, Campus Connect, staff training for reception desk, name tags, etc.). Also noted by the nontrad staff was the impression that their roles were misunderstood by the Program Review committee. In addition, the staff and students recommended the committee in the future have one observation day in the center to observe and to clarify for the committee how the dual roles of “Safe haven” and “transition” model function.**

### ***Unit Mission, Goals, and Outcomes***

<b>RECOMMENDATIONS</b>	<b>PLAN OF ACTION</b>	<b>TARGET DATE</b>	<b>COMPLETED</b>
Serve married students, singles or couples	<p><i>Note: Spring Semester the staff implemented some programming for singles and married students including Junction City Big Band dance for couples, Nontrad Nights and single appreciation day. The center has offered such programming in the past.</i></p> <ol style="list-style-type: none"> <li>1) Work more closely with the LDSSA married organization and promote the events they have planned.</li> <li>2) Organize at least one activity a semester for married students and one for single nontrad students.</li> </ol>	<ol style="list-style-type: none"> <li>1) Fall 2011/ Spring 2011</li> <li>2) Fall 2011/ Spring 2011</li> </ol>	
Integrate Students into campus	<p><i>Note: The impression from the Nontrad staff is the committee may not have understood their roles or asked questions to clarify the “transition” model and the role they play with students. Spring 2011 a “Campus Connect” program was created. November 2010 peer mentors/ advisors were assigned departments on campus to be their liaison and as of January 20, 2011 have met with their liaison departments to begin conversations about ways to collaborate.</i></p>	<ol style="list-style-type: none"> <li>1) Fall 2011/ Spring 2011</li> <li>2) Fall 2011</li> <li>3) Fall 2011(Sept – 3<sup>rd</sup> week)</li> </ol>	

	<ol style="list-style-type: none"> <li>1) Collaborate with liaison departments to create <b>at least one</b> program, activity, or workshop with each assigned area. Establish a liaison for more departments as staff allows.</li> <li>2) Clarify dual roles of “safe haven” and transition model into the university through marketing materials and advertising, specifically modify mission statement and add testimonials on website and in brochure. An inquiry list will be started in fall to track those students who come into the center and who may or may not revisit. This is to demonstrate how we assist in the transition of these students to the greater campus community. The students will select all that apply in the areas of married, single, parent, or over 25. The staff will select an area of inquiry after the student has been helped: Hourly Childcare, programs/services in the Nontrad Center (Epiphany, Purple Pals, Pinnacle Honor Society), programs/ services outside of the Nontrad Center (tutoring, testing, involvement).</li> <li>3) Organize a luncheon for <b>all</b> nontrad students and invite departments (based on results of desired or needed academic departments, programs and/or services from survey in April 2011) to present on their services, and have the “Campus Connect” tour as part of the luncheon. Also as part of the luncheon provide a survey.</li> </ol>		
<p>Reception Desk knowledge and coverage</p>	<p><i>Note: All Peer Mentors/ Advisors were hired in October 2010, with the exception of one Peer Advisor who has been with the center for four years. Therefore, at the time of review, only one member was fully trained, the others had only one month of experience.</i></p> <p><i>By January 3, 2011 all Peer Mentors/ Advisors were required to visit all department listed in the training manual (provided by the Multicultural Center).</i></p> <p>The Peer Mentors/Advisors will all be trained on campus</p>	<p>March 2011</p>	

	<p>resources, accountability, campus transition, communication skills and other topics during training in March 2011.</p> <p>There was not front desk coverage from Oct 2010 to January 2011 due to the new hires and transition of employees. This semester the front desk is covered 100% of the time and will be covered in the future with the six students the six students that were hired in Oct. 2010. As students leave or graduate, they will be replaced. (Programming will be reduced slightly to compensate for the need of front desk coverage).</p>		
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## Programs

RECOMMENDATIONS	PLAN OF ACTIONS	TARGET DATE	COMPLETED
Hourly childcare	A summer discount is being offered for those who sign up in the summer. They receive a free Purple Pals membership, first 12 hours free if they have two children attending, and a summer fun kit.	Summer 2011	
**More involvement with Continuing Ed and West and advising	<p><i>Note: The Nontrad Center sends flyers, posters and correspondence to the Davis and West Center on a regular basis. The center also sends out emails once a week including all the activities held at the Davis Campus and West Center and any other requests we receive from campus for events going on that nontrad students would be interested in attending. There is a board in the center for campus events including a section just for the Davis Campus.</i></p> <ol style="list-style-type: none"> <li>1) Work with the Student Success Center to have more connection with an advisor for nontrad students. Invite them to staff meetings, make sure they know about current events, etc.</li> <li>2) Request student information collected from Continuing Education recruitment efforts. Distribute information about the</li> </ol>	<ol style="list-style-type: none"> <li>1) Spring 2011</li> <li>2) Summer 2011</li> <li>3) Spring 2012</li> </ol>	

	<p>Nontraditional Student Center to these students.</p> <p>3) Establish a Nontraditional Student Center advisor board to look at assessment, mission, outcomes, programming, etc.</p> <p><i>Note: The Nontraditional Student Center will continue to enhance communication with departments who serve the nontraditional student population at WSU. Continue to request survey data from Assessment Coordinator as it relates to nontraditional students.</i></p>		
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**Leadership and Staffing**

RECOMMENDATIONS	PLAN OF ACTION	TARGET DATE	COMPLETED
<p>Knowledge of student staff</p>	<p><i>NOTE: In addition to the training to visit all departments, training in March 2011, the Peer Mentors/ Advisors attended Strengths Quest training January 2011 and the Academy of Leadership in February 2011.</i></p> <p><i>Epiphany Editors attended a writing conference at BYU in Feb. 2011. Staff meetings were scheduled for this semester so everyone could attend except one Peer Mentor. This is not typical. It is dependent on the students' class schedules, but future staff meetings will be scheduled with everyone if possible.</i></p> <p><i>All student employees have nametags and will consistently wear them during their shift. As new employees are hired, new nametags will be made for them to wear.</i></p>		

**Facilities, Equipment, and Technology**

RECOMMENDATIONS	PLAN OF ACTION	TARGET DATE	COMPLETED
More Space	<ol style="list-style-type: none"> <li>1) Request of additional tables from Union administration to have outside of Nontrad Center(recommended by VP Student Affairs) will assist with the overflow of the center if these tables are not occupied by other union visitors and if the Union deems it reasonable to provide these.</li> <li>2) Will work closely with Student Affairs Technology to find solutions to managing the Nontrad Computer Lab in an efficient and effective way.</li> </ol>	<ol style="list-style-type: none"> <li>1) Fall 2011</li> <li>2) Fall 2011</li> </ol>	
<b>Assessment and Evaluation</b>			
Quantitative Needs Assessment of entire program	<ol style="list-style-type: none"> <li>1) Survey will be administered in April 2011 to assess needs of the overall nontrad population, with direct attention on married students with and without children and single nontrads and to assess "How does the NSC know they are really being successful and reaching the students that need the most?" An overall survey of the Nontrad Student Center and students' needs was done in 2003-2004, and 2007-2008.</li> <li>2) Schedule a focus group for students to comment on planned programs, services, and staff.</li> </ol>	<ol style="list-style-type: none"> <li>1) April 2011</li> <li>2) November 2011</li> </ol>	

\*\*The committee recommended in several places that there needs to be more integration of students into the campus and more connection with Continuing Education. If deemed appropriate and reasonable, the coordinator of the Nontrad Center is supportive of starting these conversations with Davis Campus, West Center, and Continuing Education through formal meetings and planning strategies.