



2016 Program Site Review Davis Student Services Weber State University

Introduction

Weber State University has a strong and effective practice of reviewing its departments and services to ensure that the internal and external constituents served by WSU receive the best experience possible. In addition to a thorough and comprehensive self-study, the practice of constituting a site review team with an external evaluator complements and strengthens the review process. The most recent site review of programming at Weber State University's Davis Student Services was conducted on June 14 and 15, 2016. The site review team consisted of Kelly Simerick, Associate Director for Davis Enrollment Services; Dr. Winn Stanger, Director of Career Services; and Dr. James B. McCaslin, Vice President of Outreach and Community Development at Southcentral Kentucky Community and Technical College. During the two-day on-site review, interviews, observations, and document mining allowed the review team to triangulate the data gathered, producing the following report.

Major themes emerged from the team's review, which will constitute the structure of this report. Additionally, the attached appendices will provide examples of the work conducted by the review team and also by WSU as the institution continues to foster the mantra of one university, two campuses. The remainder of the report will address the themes that emerged, specifically Strengths, Opportunities, Challenges; and will close with a Recommendations section.

Strengths

Throughout the interviews and observations conducted, the site review team noted many strengths of the Davis Student Services program, as well as examples of what the review team considered best practices. Those included:

- Departments asking, "Would you like that appointment at Ogden or Davis?" *(Best Practice)*
- The majority of services are co-located. *(Best Practice)*
- Davis Student Services staff can schedule appointments for some services. *(Best Practice)*
- The university-wide adjunct retreat is held at Davis. *(Best Practice)*
- There seems to be a cohesive unit:
 - Commitment and dedication of full-time staff to Davis and to its mission.
 - "Students know who we are and where to find us."
 - Strong respect for hourly/student workers.
 - "Jennifer is one of the most caring supervisors I have ever worked for."
- The workshops being offered are of quality.
- Monthly Student Affairs Davis Campus meetings are viewed as time well spent.
- Participation on Davis Council meetings:
 - The Assistant Dean of Student Services chairs the sub-committee for Promotions.
- The remodel of some areas was received positively, citing:
 - It provides an inviting space.
 - The Disability Services set-up is optimal.
- Veteran's Services is well-utilized.



Opportunities

As Davis continues to expand its academic and student services programming, the site review team noted a number of opportunities that may strengthen the constituent experience. Those included:

- Education about the services available at Davis:
 - Leverage retreat already hosted at Davis to educate adjuncts about the services available.
 - Ensure Davis information is included in staff orientation materials.
 - Are there new employee orientations/fairs where Davis could set up an information table?
 - How do we encourage more students to come to workshops?
 - Secure faculty commitment for an in-class survey.
 - Host a pizza party for classes with the highest response rates.
- Increasing the level of services provided:
 - Advocate for increased service from the Women's Center.
 - Consider identifying an area where a Davis student could communicate with a service provider at Ogden via Skype.
 - Some services might lend themselves to group appointments.
 - Student interviews indicated that their fellow students need to know what services are available and where to find them.
 - 15% of WSU students attend Davis. Should each service area ensure that 15% of their resources (personnel) be allocated to Davis?
- Leverage the technology to allow Davis staff and students to participate in university-wide meetings via videoconference.
 - Some percentage of university-wide meetings should also be held at Davis and broadcasted back to Ogden.
 - The percentage could be based on the proportion of staff at each campus.
- Health Center
 - Currently, the Health Center is staffed by a Nursing faculty member who provides clinical hours to keep her license current. Consideration should be given to the hours of operation, the location of the Health Center, the need for new equipment, and how to best facilitate communication between the Health Center and Davis Student Services staff and between the Health Centers at Ogden and Davis. Also, given the large number of NUAMES students, vaccines appropriate for individuals under the age of 18 should be stocked.
- Facilities considerations
 - Easily-identifiable visitor parking should be available for external constituents to patronize the Bistro or for parents coming to pay a tuition bill or make purchases in the bookstore.
 - The veteran student population would be well-served with larger space for Veterans Services.
- Evening graduate student population
 - What needs do they have? When do they need assistance?



- Streamline the student experience
 - Expand services available at the desk.
 - Install a check-in system at Davis Student Services desk using the Wildcard.
 - Nontraditional Student Services already has a system. Can we copy?
 - Increase and expand training for student employees and hourly employees.
 - Increase the collaboration between Davis Student Services and Student Involvement and Leadership.
 - Employ the Utilization Report (Appendix C) to make informed decisions about when services should be offered.

Challenges

There are a great many strengths and opportunities for Davis Student Services, each of which should be celebrated. As with any honest, comprehensive review, there also exist a few challenges that came to light during the on-site visit. Those included:

- Some services do not inform Davis Student Services staff when they cancel their pre-scheduled times to be on campus.
- The Assistant Dean of Student Services has oversight over many operational aspects, and is often sought out by myriad departments on campus for her assistance, but she has not been given the authority to actually enact necessary changes.
- Students, faculty, and staff cannot add Wildcat Cash to their Wildcard.
- Davis staff members feel as though Ogden employees don't value the work, effort, or needs at Davis.
 - When office hours are reduced, Davis services are the first to be cut.
 - "It's just Davis."
- Counseling and Psychological Services
 - The level of service is insufficient for the Davis population.
 - Currently, new client intake can only be completed at Ogden. These are the students in greatest distress. Intake should be expanded to include Davis.
- There seem to be two different student mentor programs, but no clear definition exists of the differences between the mentors employed by Davis Student Services and the mentors employed by Student Involvement and Leadership.
- NUAMES
 - There are procedural and bureaucratic practices in place that make serving the NUAMES students problematic (informed consent, for example).
 - The sheer size of the NUAMES population sometimes creates barriers for students attempting to access various Davis Student Services.
 - "We want to give you a college experience. Please don't give us a high school one."



Recommendations

The Davis Student Services program is strong. The review team is confident that as WSU Davis continues to grow, Davis Student Services will remain well-positioned to serve the students that attend Davis. In order to be fully responsive, the review team offers the following recommendations:

- Systems should be installed that will allow individuals to add Wildcat Cash to their Wildcard and to allow proximity cards to be issued without having to travel to Ogden.
- Communication should be strengthened between campuses, between departments, and between students.
 - Directors whose offices are at Ogden should make regular visits to Davis to help empower the Davis staff.
- Collaboration should be increased between Davis Student Services and Student Involvement and Leadership.
 - Develop programming together rather than in silos.
 - Consider developing a block party or similar event.

Conclusion

The site review team was most impressed with the degree of commitment exhibited by those who were interviewed and observed. As this document discloses, the strengths and opportunities identified far outweigh any current challenges. Should the recommendations presented be studied and implemented, there is little doubt that Davis Student Services will continue as a model program at Weber State University.



Appendix A - Agenda

Davis Campus Student Services Program Review Schedule June 14-15, 2016

Tuesday, June 14

- 11:00-12:00 p.m. Review Team Planning Time
Room D2 243
- 12:00-1:00 p.m. Meet with Jan Winniford and Brett Perozzi and Lunch
Vice President and Associate Vice President Student Affairs
Room D2 243
- 1:00-2:00 p.m. Meet with Carl Porter
Executive Director of ASCP
Room D2 243
- 2:00-2:50 p.m. Meet with Jennifer Grandi
Assistant Dean of Student Services
Room D2 243
- 3:00-3:50 p.m. Meet with Erik Ashby, Leslie Loeffel, and Teri Bladen
Coordinator of Student Programs, Director of the Davis Learning Center, and
Director of Campus Recreation
Room D2 243
- 4:00-4:50 Meet with Davis Student Services Advisors
Jacob Wilkey, Tashina Barber, Tami Robinette, Teresa Taylor, Collette Renstrom,
Noel Wilkinson, Sheila Simko, Kelly Boyce, and Buck Kolz
Room D2 243
- 5:30-7:00 p.m. Dinner with Review Team, Jan, Carl, Jennifer

Wednesday, June 15

- 8:00-8:30 a.m. Continental Breakfast with department (Jennifer and Jenni)
D2 259
- 8:30-9:00 a.m. Meet with Jenni Unguren
Administrative Assistant
D2 229A
- 9:00-9:50 a.m. Meet with partners:
Enrollment Services, Bookstore, and Davis Learning Center Staff
- 10:00-10:30 a.m. Tour of Davis Campus Facilities
- 10:30-11:20 a.m. Meet with student staff, students who use services, and peer mentors
D2 229A



- 11:30 a.m.-12:50 p.m. Lunch with Davis Student Services - Directors
Winn, Michiko, Dianna, Don, Andrea, Debbie, Charlie, Randy, Donnie Ruth,
Stephanie
D2 229A
- 1:00 – 1:50 Meet with Bruce Davis and Margaret Rickards
Vice Provost and Executive Assistant to the Vice Provost
D2 229A
- 2:00-3:15 p.m. Site Review Team Discussion
D2 229A
- 3:15-3:45 p.m. Follow up with Jennifer Grandi
Assistant Dean of Student Services
D2 229A
- 4:00-5:00 p.m. Present Preliminary Findings to Jan & Carl
D2 229A



Appendix B – Students invited to June 14 10:30 meeting

Kristen Stone – Davis Student Services, Student Office Assistant

Heather Downing – Davis Student Services, Peer Mentor Leader

MaKayla Fowler – Davis Student Services, Peer Mentor

Maria Samayoa – Campus Store, Sales Associate

Gentry Williams – Davis Campus Service Specialist

Mark Nielsen – Enrollment Services, Enrollment Clerk

Colby Black – Enrollment Services, Enrollment Clerk

Mark Jolley – Enrollment Services, Enrollment Clerk



Appendix C – Utilization Report

WSU Main with Numbers																	
	Course Start Time (Military)																
	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
Sunday			23														
Monday	53	1,018	3,607	4,317	3,758	3,093	2,392	997	568	261	549	1,200	242	91	17		
Tuesday	5	1,254	1,325	4,186	4,238	741	2,740	1,587	436	307	563	1,585	297	91	22		
Wednesday	53	1,061	3,748	4,316	3,902	3,204	2,351	1,213	690	251	680	1,621	255	79	23	15	2
Thursday		1,238	1,157	4,071	4,052	617	2,792	1,396	370	272	443	1,178	284	124	22		
Friday	53	837	3,177	3,879	3,387	2,563	1,977	631	217	177	120	39	8	15	11	14	7
Saturday		80	127	199	54	48	44	15	1	21	17	14	11		4	1	

WSU Davis with Numbers													
	Course Start Time (Military)												
	7	8	9	10	11	12	13	14	15	16	17	18	19
Monday	88.4	169.8	271.4	200.0	119.8	57.6	75.6	47.5	30.4	75.6	778.4	107.2	113.4
Tuesday	115.0	56.6	306.0	308.2	34.4	192.6	83.4	11.0	42.3	72.4	741.2	114.2	99.6
Wednesday	83.8	225.6	266.4	210.4	161.6	58.6	78.0	27.8	38.8	64.2	593.4	97.8	104.0
Thursday	146.4	66.2	353.6	306.2	22.6	216.8	144.6	11.0	45.8	80.2	688.4	107.4	102.8
Friday	37.0	115.2	183.0	147.8	41.2	30.7	30.6					17.2	
Saturday		67.0	34.2										

***Note:** This report contains very valuable information. It did not go unnoticed, however, that the campus labels refer to WSU Main and WSU Davis, rather than WSU Ogden and WSU Davis.