

**Nontraditional Student Center
Program Review Recommendations**

ACTION PLAN

Revised July 15, 2016

UNIT MISSION & GOALS				
Recommendation	Recommended Plan of Action	Action (Present and Future)	Target Date	Completed
Mission Statement	Include Student involvement and leadership on campus, reference removing barriers (childcare/ financial resources), and supporting students through their college careers	<p>Develop new mission statement to clarify and unify the ideas of the mission statement to include:</p> <ul style="list-style-type: none"> ● encouraging student involvement and leadership on campus ● removing barriers (e.g. child care and financial resources)reference to ● supporting students throughout their college careers. <p>And remove areas that are not appropriate for a mission statement (e.g. provide a welcoming, friendly, and comfortable environment).</p> <p>“supporting students throughout their college careers through programs and services offered by the Nontrad Center itself as well as through university partners”.</p>	Fall 2016	

		“Advocate for students and have a proactive approach to referring effectively to other departments”		
PROGRAMS & SERVICES				
Math Tutoring	<p>1) Target key Developmental Math Faculty/classes to promote tutoring. Continue to promote through email, Facebook (social calendar in places for Fall 2016).</p> <p>2) Contact nontrad students who need to complete Developmental Math, determine their concerns, provide encouragement, and make proper referrals.</p>	<p>1) Faculty will be encouraged to refer to our tutoring. Study groups will be set up at the Davis Campus for specific Dev. Math classes (5 to be held). Will collect data through Accudemia (Math Tutoring).</p> <p>2) Phone calls made to orientation students will include a discussion with each student about Math and options at WSU, including tutoring, and mentors in the Developmental Math Department.</p>	<p>1) Fall 2016/ 2) Spring 2017</p>	
Childcare	<p>1) Promote childcare is available for all department events across the division, involve volunteers in program, and request more funding for childcare coverage. Explore expanding childcare to other spaces, specifically the gym was recommended, and Davis Campus.</p> <p>2) Improve Application Process/ payment process (using Marketplace as this is what is available and at no cost at this time) Work toward an electronic application process. Improve education about Back-up Care for helping parents who need care on short notice.</p>	<p>1) Summer 2016, SIL and Nontrad will work on childcare for events including Trunk or Treat, and other events. Spring 2016 advertising changed to promote childcare for additional support activities including testing, tutoring, event attendance, etc. We provided childcare for the Women’s Center’s “Take Back the Night” Spring 2016.</p> <p>2) Back-up care is offered for parents who have an emergency or their primary care provider is not</p>	<p>1) Fall 2016/ Spring 2017</p> <p>2) Fall 2017</p> <p>3) Fall 2016/ Spring 2017</p>	

	<p>3) Strengthen ties with Care about Childcare at WSU about having more information about their service and send out on email.</p> <p>4) Advertise childcare more widely through social media, marketing, and outreach events.</p> <p>NOTE: Creates partnerships with other departments by offering childcare during events. Childcare is on the Endowment list in Development.</p>	<p>available. Electronic version for paperwork will be researched.</p> <p>3) Provide referral cards for Care about Childcare in the center, and when our childcare center is full, refer students as appropriate. Phone calls made to orientation students will include a discussion with each student about services for parents, including all childcare options. Include Care About Childcare on website.</p> <p>4) In Summer 2016 had flyers for Orientation, Email, Posters, and Facebook, including Student Affairs Division reach through Dani McKean.</p>		
General Programming	<p>1) Add three year programming plan to strategic plan.</p> <p>2) Programming need not be done solely by Nontrad Center.</p> <p>3) Provide support for students financial needs.</p>	<p>1) Spring 2016 a Strategic plan was developed. This was shared with the Program Review Team during meeting with Director. Will add programming plan.</p> <p>2) Identify areas to collaborate on programming.</p> <p>3) Programming is scheduled during Nontrad Week</p>	<p>1-2) Fall 2016/ 3) Spring 2017</p>	
Needs Assessment	<p>1) Encourage new students, specifically from Orientation, to complete the College Access Inventory, meet with our advisor, who will go over this inventory, and facilitate connections with peer mentors and other community and campus resources.</p>	<p>1) The decision was made in Spring 2016 to use this inventory as part of the advising sessions with nontraditional students.</p> <p>2) Childcare Parents, Developmental Math Student, Male Students, and Parents.</p>	<p>1) Fall 2016 2) Fall 2016</p>	

	2) Be more intentional about which population of students to serve.			
Increase outreach	Make connection points with new nontraditional students, specifically at Orientation, Welcome Week, and through phone calls throughout the year.	Summer 2016 Customer Service Specialists were hired at Ogden and Davis Campus. Attended Orientation Resource Fair, and scheduled to make phone calls to all students who attended orientation to introduce College Access Inventory and services.	Fall 2016/ Spring 2017	
Peer Mentors	Review the roles of Peer Mentors.	<p>Spring 2016, Customer Service Specialists were hired to allow Peer Mentors to spend more time with students. Fall 2016, they will have appointments with students from Orientation.</p> <p>Comprehensive Student Employee Program implemented Summer 2016.</p> <p>Peer Mentors will attend Peer Mentor training, GetSet Training, and will track their individual appointments through a file system that was set up in Summer 2016.</p> <p>Link will be added on website for Peer Mentors specifically.</p>	Fall 2016/ Spring 2017	
Advising	Make advising a central component of services by scheduling all new nontraditional students from	All appointments will be scheduled through Administrative Specialist. Nontraditional students who attended orientation will be contacted through	Fall 2016/ Spring 2017	

	<p>Orientation to meet with Advisor as first point of contact, including students needing Developmental Math.</p>	<p>phone calls and encouraged to make an appointment with Nontrad Advisor, take the College Access Inventory, and then be connected to a Peer Mentor. Advisor will track their individual appointments through a file system that was set up in Summer 2016. In addition, Summer 2016 Accudemia was being looked at as a possible tracking system as well.</p> <p>Newsletter of will be sent to all departments educating them about the programs and services including advising (this was done in Fall 2014).</p> <p>Link will be added on website for Advising specifically.</p> <p>Advisor will meet with entities on campus to receive training in their areas, as well as share the role of the Nontrad Advisor with their department.</p>		
<p>Social Media</p>	<p>Keep social media updated by professional staff member</p>	<p>Advisor has developed calendar Fall 2015 and Administrative Specialist will manage once hired. Contest Spring 2016 for "Where Blue Day" for Colon Cancer Awareness. Contest Fall 2016 on Facebook for locations on campus. Contest Fall 2016.</p>	<p>Fall 2016</p>	

Marketing Campaigns	Use Student Affairs marketing resources to coordinate marketing campaigns for brochures, banners, etc.	Work with SIL to develop a Family-friendly logo Summer 2016. Work with Student Affairs Graphic Designer on future marketing.	Spring 2017	
LEADERSHIP AND STAFFING				
Advisor	1) Advisor should maintain close connections with WSU departments and training. 2) Providing a more regular opportunity for students to receive advising at Davis would be advantageous.	1) Advisor participated and completed COACH Certification during the pilot program. 1a) Advisor will connect with recommended depts. (Student Success Center, Financial Aid, Developmental Math) and ask to attend training provided in depts. and staff meetings when applicable. 2) Fall 2015 "This is the Spot" marketing campaign was implemented at the Davis Campus identifying key individuals, including advisor, available for students at the Davis Campus. This campaign will continue through the next year (2016-2017). NOTE: When students call for an appointment at Ogden and Davis, they	1 - 2a) Fall 2016/ Spring 2016 2b) Fall 2017	

		<p>asked if they would like to see Advisor at Ogden or Davis Campus.</p> <p>2a) More ideas will be explored on how to promote the advising through the Nontrad Center, including implementing a telepresence system to allow students equal access to Advisor regardless of campus location. Two options will be set up. Either in-person appointment face-to-face or use the telepresence for the appointment. Group meetings will also be set up that a student can join.</p> <p>2b) Seek funding for extended advising at the Davis Campus.</p>		
Peer Mentor	Peer Mentors need additional training more specific to advising role.	<p>In Spring 2016 a comprehensive training program was developed to cover extensive topics that support the Peer Mentors in their role; this include weekly assignments, learning outcomes, and assessment of progress. Program will be implemented Fall 2016.</p> <p>NOTE: Peer Mentors are eligible to participate in COACH Certification training or other advising training on campus and will be involved as appropriate.</p>	Fall 2016	

State conference or summit	A state conference or summit with the support of ANTHSE could be helpful for all Nontrad Center staff.	Research developing a state conference in collaboration with UVU, USU, etc.	Fall 2017	
Professional Development	Full-time staff should take advantage of further professional development opportunities.	Professional staff are eligible for staff development funding in Spring 2017. Regardless, Advisor will attend a conference in 2017.	2017	
FINANCIAL RESOURCES AND BUDGET				
Cost per Student	Lower the cost per student.	Budget for each program has been minimized and continued management of the budget will be assessed for improvement. NOTE: The cost per student was only viewed as students using the computer lab, lounge and kitchen, but these students also use tutoring, advising, and peer mentoring.	Fall 2016	
Professional staff at Davis Campus	Eventually add a contract position at the Davis Campus.	Advisor spends two full days a week at the Davis Campus. Student Fee funding will be requested over a couple years to increase the staffing at the Davis Campus	Fall 2016 / Fall 2017/ Fall 2018	
Interns	Continue to use interns, activity waiver-funded students, and hourly student employees to provide services in a cost-effective manner.	Seeking continued partnerships with HPHP for a Health Intern Fall 2016.	Fall 2016 - ongoing	
Scholarships	The Nontrad Center should continue to work with the Development Office to find new ways to secure	The giving areas are donor focused and efforts will continue to be made to work with the Development office to educate	Ongoing	

	additional funding, including help for parents with childcare costs.	about needs and programs to support discussions if a suitable donor arises. NTOE: Applying for scholarships/ financial aid is one area the Peer Mentors assist students with on a regular basis.		
State Funding	The Nontrad Center should encourage parents to seek out state funding opportunities that may be available.	The department could be more consistent with referral to DWS, etc. and will make sure to have a referral contact, and information in the center for the students. NOTE: Childcare funding through DWS requires parents work at least 20 hours a week to qualify.	Fall 2016	
FACILITIES, EQUIPMENT, AND TECHNOLOGY				
Women's Center collaboration/ space	1) Separate the Women's Center and Nontrad Center. Until a separate space is available, work on collaboration. The focus and atmosphere of the two departments is quite different. 1a) Until space is available to move one of the departments, increase communication about scheduling, cross training, and collaborate on programming resources.	1) At this time, efforts are being made for the two centers to work together, however, even prior program review recommended separating space. Administrative Specialist will help educate students on the two centers, however, if the impact on students engagement, comfort and participation in both centers does not improve,	Ongoing	

		<p>serious consideration needs to be given to separating our departments.</p> <p>Further discussion and assessment needs to be conducted.</p> <p>1a) Make schedule of all staff for both departments available for everyone to see, set up meeting times to share department goals and programming (Aug. 20, 2016 scheduled), and involve each other in planning when appropriate.</p>		
Childcare	<p>1) Provide a permanent shade structure for the Childcare Center playground.</p> <p>1a) A concern was raised about free access to the unlocked Childcare Center door.</p>	<p>1) The need for shade has been preliminarily addressed with Shepherd Union management. The playground shade will also require involving other campus facility administrators. Exploration of the shade structure, and funding to do so, will begin Spring 2017.</p> <p>1a) State licensing requires the door be unlocked for access for parents. There are safety measures in place to identify parents, and individuals entering the space. No action required.</p>	Spring 2017	
Technology	Administrative Specialist to oversee technology	The Administrative Specialist will oversee the computer lab and the social media calendar.	Fall 201/ Spring 2017	
Davis Campus Nontrad Center	Increase usage at the Davis Campus Nontrad Center through programming and recruiting students.	Customer Service Representative was hired Summer 2016 to do tabling, and		

		<p>outreach, at the Davis Campus to educate the campus about the Nontrad Center. Three programming efforts were planned prior to program review to address strategic plan initiatives for Davis Campus:</p> <p>1)Welcome Week - Hand out creamies at all the doors with information about the Nontrad Center.</p> <p>2) “Dine and Dash” Invite students to grab some dinner in the Nontrad Center before their class. Held once a month.</p> <p>3) Study Group Lunch - Study groups held three times in Nontrad Center - then fourth time get lunch with group.</p>		
ETHICAL AND LEGAL RESPONSIBILITIES				
NA				
ASSESSMENT AND EVALUATION				
Assessment	Department needs to establish meaningful assessments and use them consistently.	<ul style="list-style-type: none"> - Develop men’s survey and develop programming and initiatives based on these results - Establish and track learning outcomes for student employees/peer mentors. - fluctuation in usage data was not explained in report as only perceptions 	Fall 2016	

		<p>can be established. The perception in fluctuation is the Accudemia inconsistency over the past five years, free printing being removed as a service, and the changes in the suite with Women's Center discussions.</p> <p>-Develop and administer a satisfaction survey each semester for students who meet with peer mentors, advisor, and math tutor.</p> <p>- Focus Groups have been held and one will be held in Spring 2017 for men, parents, childcare, and Davis Campus.</p> <p>NOTE: Student Employee program has established learning outcomes related to division outcomes (leadership, interpersonal communication, etc.)</p> <p>Retention and Graduation data overall higher than WSU study body and Student Affairs. This was utilized as a success indicator over surveys.</p> <p>NOTE: USHE Noel-Levitz data on adult learners is requested on a regular basis. Facilitate focus groups to determine what the nontrad student population want/need and to assess current programs.</p>		
CONCLUSION				

Future plan	<p>1) Explore expansion of childcare at both campuses</p> <p>1a) Contract staff member at Davis Campus.</p> <p>1b) Provide separate space for Nontrad and Women's Centers</p>	<p>1) Explore space at the Davis Campus for childcare. Continue to offer childcare for activities and events.</p> <p>1a) Pursue funding to have a full-time coordinator at the Davis Campus.</p> <p>1b) Explore options for space if still needing to be considered.</p>	<p>1) Fall 2018</p> <p>1a) Fall 2016</p> <p>1b) Summer 2018</p>	
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