1.A.

Mission/Brief Description of Services
State your department’s mission (statement that outlines the purpose and/or guiding principles of your department) and briefly describe the services/activities provided. Explain the program’s impact on student success and how the program supports the broader university's mission.

Judgment
☐ Compliant  ☐ Non-Compliant  ☐ Not Applicable

Narrative
The mission of the Clubs and Activities Office is grounded in the concept of engagement and involvement as tools that lead to increased student retention and success. The Clubs and Activities Office will support the academic mission of the University by actively enhancing the student co-curricular experience through support and development of recognized student clubs and activities.

Our Goals
Engagement in university clubs has been found to be a common factor amongst successful students on a college campus. Clubs are commonly credited for providing a structure where building community, inter and intra group collaborations, development of leadership skills and increased institutional knowledge can take place. All of these factors are positively linked to student success and retention. The Clubs and Activities Office will:

a. Provide resources that assist club officers and members in creating and implementing programs and activities that support the academic mission of the University.
b. Provide basic, intermediate and advanced training to club officers that assist with the successful management of club business, meetings and activities.
c. Facilitate accessible, responsive and customer service oriented processes for the functioning and recognition of clubs.
d. Communicate University and system-wide policies to club officers, advisors and members in an effort to assess and mitigate risk.
e. Act as liaison between University entities and recognized clubs.

Our Actions
The Clubs and Activities Office provide a variety of services to recognized clubs and organizations. These services are offered in an effort to support the mission of each club while promoting involvement on campus. The services we provide assist in further development of student leaders, improve event planning and management, increase membership in clubs and expands the mission of clubs to create and sustain community. Those services include:

a. Assist club members with event and travel funding applications
b. Provide orientation for new clubs and new club officers
c. Facilitate new and existing club activation
d. Provide resources for fundraising as well as event supplies
e. Offer one on one and group advisement
f. Provide opportunities for outreach to potential club members
1.B.

Description of Program Goals and Learning Outcomes for Year Under Review

Goals (broad, general statements about what the program intends to accomplish) must include corresponding objectives (statements that describe ways to achieve goals) and/or learning outcomes (statements that describe ways to achieve desired learning). Discuss how the goals and WASC themes of the university (see University Vision, Mission, and Values—found in the University's Strategic Plan—link in the URL sources below) are integrated into the program. If the program goals have changed since the last self-evaluation, explain how and why they have changed. Goals may have objectives, learning outcomes, or in some cases both goals and objectives.

Example:
GOAL (state the goal and describe how it supports department mission)
Objective (state the objective and how it supports the goal)
SLO (state the learning outcome, “As a result of ____, students should be able to ____,” and how it supports the goal)

Judgment
☐ Compliant  ☐ Non-Compliant  ☐ Not Applicable

Narrative

The Clubs and Activities Office focused on goals in several areas related to student club success. Dialogue with club members, advisors and office staff revealed that many clubs struggled with a wide range of issues related to club management.

Areas of Concern:

a. Assistance available for web space development
b. Paperless options for required forms and processes (activation, re-activation, event applications, travel documents)
c. Lack of access to specific event supplies (fans, laptops, tables)
d. Lack of knowledge of policies and procedures that govern event management
e. Concerns regarding mitigation of risk
f. Lack of campus-wide policies that govern events and facilities
g. Lack of guidance regarding fundraising alternatives

2012-2013 Goals:
The following goals, 2012-2013, were created to address concerns as identified above. Many of these goals are in process and require research and program development in order to address. In the future goals will be established based on CAS standards, mission of the Division and University.

Goals 2012-2013

a. Provide access to resources that will improve activity delivery as well as management of the club.
b. Provide opportunity for online orientation for club officers and advisors.
c. Facilitate existing club reactivation and new club activation processes.
d. Facilitate individual event application review with a focus on risk mitigation
e. Assist with funding applications pre and post event

Status of 2012-2013 Goals

Provide access to resources that will improve activity delivery as well as management of the club:

Acquire supplies that will assist with club management and advertisement

Complete: The Clubs Office was able to continue purchasing and making available banner paper, markers, tape, paint and colored paper.
Ongoing: The Clubs Office is continuing to seek funding to expand the different colors of banner paper offered, Ellison Die Cutters and funding for a graphic artist to assist with flier/poster designs and website management.

Provide opportunity for online orientation for club officers and advisors

Add updates to the online orientation per new policies, procedures and executive orders

Complete: The CSU/HSU Anti-Hazing Policy was successfully added to the online orientation at the end of the Spring 2013 semester.
Ongoing: The online orientation for club officers and advisors will be separated and contain information germane to the appropriate group.

Facilitate existing club reactivation and new club activation processes

Review and edit current reactivation process in an effort to improve customer service
Ongoing: The Clubs and Activities Office will facilitate focus groups in Spring 2014 with the intent of surveying current club officers and advisors about the reactivation process.

Facilitate individual event application review with a focus on risk mitigation

Complete: Club officers, members and advisors are encouraged to meet with the Coordinator to discuss events and activities in order to address risk that may be present. The Coordinator also acts as liaison between clubs and other University departments (UPD, Risk management, funding sources, catering, Associated Students).
Ongoing: We would endeavor to create online access to the form as well as electronic submission. Clubs
and Activities Office will also improve the process by initiating dialogue with other campus entities (Associated Students, University Police Department, Facilities).

Assist clubs with completion of funding applications pre and post events
Provide access to Clubs Office staff who can advise clubs regarding funding opportunities, application completion and managing funds

**Complete:** When clubs are funded, via the AS Funding Committee and the Clubs Coordinating Committee, they are advised to collaborate with the Administrative Support Coordinators in Clubs and/or Multicultural Center to address payments for various services.

**Ongoing:** We endeavor to improve the process and collection of needed paperwork by engaging club advisors in the process.
1.C.

**Enrollment/Participant Data**

Demographic profile of student enrollment/participants by majors, class level, and enrollment status (part-time vs. full-time). Analysis of the data should not disaggregate by ethnicity, gender, abilities, veteran status, remediation, foster youth, first generation, income level. Compare enrollment/participation with HSU enrollment and participant data. In your discussion and interpretation, consider how you use this data to make programmatic decisions and to what extent diversity goals are met.

**Judgment**

☐ Compliant  ☐ Non-Compliant  ☐ Not Applicable

**Narrative**

Astin’s Theory of Involvement, 1985, states that educational effectiveness is related to level of involvement (Pascarella & Terenzini, 2005). Involvement, for many, refers to the investment of psychosocial and physical energy in a project, person, cause, etc... (in this case we would refer to clubs). For many practitioners this has come to mean that a highly involved student is someone who, as an example, engages with other students and faculty, commits to studying, spends ample time on campus, knows campus resources and is participatory in campus clubs and events.

Information collected from registered clubs relies, heavily, on our self-report process. Club officers, advisors and student participants register themselves via the department website. We are able to ascertain demographic information through this process but have not instituted a procedure to capture graduation data. We are also working toward the collection of demographic information from nonstudent members. The following table captures a picture of registered club members from 2012-2013.

<table>
<thead>
<tr>
<th>All Clubs</th>
<th>Percent</th>
<th>Total</th>
<th>URM</th>
<th>First Gen</th>
<th>Low Income</th>
<th>Orphan</th>
<th>Veteran</th>
<th>URM+FG</th>
<th>URM+Vet</th>
<th>URM+LI</th>
<th>URM+Vet+LI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Known Percent</td>
<td>113%</td>
<td>546</td>
<td>48.46%</td>
<td>48.46%</td>
<td>42.23%</td>
<td>2.19%</td>
<td>1.49%</td>
<td>32.66%</td>
<td>24.41%</td>
<td>1.14%</td>
<td>0.35%</td>
</tr>
<tr>
<td>Female</td>
<td>55.75%</td>
<td>35</td>
<td>50.00%</td>
<td>50.00%</td>
<td>42.23%</td>
<td>2.19%</td>
<td>1.49%</td>
<td>32.66%</td>
<td>24.41%</td>
<td>1.14%</td>
<td>0.35%</td>
</tr>
<tr>
<td>Male</td>
<td>44.25%</td>
<td>204</td>
<td>48.46%</td>
<td>48.46%</td>
<td>42.23%</td>
<td>2.19%</td>
<td>1.49%</td>
<td>32.66%</td>
<td>24.41%</td>
<td>1.14%</td>
<td>0.35%</td>
</tr>
<tr>
<td>Male No Response</td>
<td>48</td>
<td>32</td>
<td>121</td>
<td>19</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female No Response</td>
<td>31</td>
<td>21</td>
<td>117</td>
<td>11</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unknown Percent</td>
<td>6.94%</td>
<td>4.65%</td>
<td>20.90%</td>
<td>2.63%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Students, at HSU, are offered the opportunity to join clubs throughout the year. Most clubs have an ‘open registration’ status which means they accept new members continuously. 2012-2013 welcomed approximately 1139 registered members of HSU clubs. This was a decline of 416 members from the reported 1555 of 2011-2012 academic year (note: we did not access data from Academic and AS Programs). There was a reported 316 student member increase across several categories (cultural, environmental, greek, religious, special interest and sport). There was a very slight decline in reported honor society membership (from 42 to 46 in 2012-2013).

The review of data revealed interesting themes and trends pertaining to club membership. These areas are being highlighted as they have emerged in the involvement literature as connected to our ability to retain the students referenced within each identity. It is our goal to use this information to create and implement action items to improve.

**Gender:**

Davidson and Paciej-Woodruff (How to Shift Your View of Involvement for College Men, 2012), reports that: more women than men are enrolled in college; a gap in achievement & performance since 1980; differences in academics, retention, graduation rates, campus engagement and discipline; a HERI national survey of freshmen showed that 51.6% of women and 35.7% of men planned to join a club. Many have contributed the lack of engagement of male college students on our inability to capture their interest, lack of desire to “meet them where they are” and the shortage of male role models on campus campuses. Best practices asserts that this lack of engagement has contributed to a decline in success (retention and graduation) for male students.

<table>
<thead>
<tr>
<th>Category</th>
<th>Total</th>
<th>Female</th>
<th>Male</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environmental</td>
<td>178</td>
<td>89</td>
<td>89</td>
</tr>
<tr>
<td>Cultural</td>
<td>179</td>
<td>113</td>
<td>66</td>
</tr>
<tr>
<td>Greek</td>
<td>126</td>
<td>72</td>
<td>54</td>
</tr>
<tr>
<td>Honor Society</td>
<td>42</td>
<td>27</td>
<td>15</td>
</tr>
<tr>
<td>Religious</td>
<td>44</td>
<td>29</td>
<td>15</td>
</tr>
<tr>
<td>Special Interest</td>
<td>519</td>
<td>304</td>
<td>215</td>
</tr>
<tr>
<td>Sport</td>
<td>191</td>
<td>70</td>
<td>121</td>
</tr>
</tbody>
</table>

63.35%
55.75% (635) of the 1139 club members identified as female while 44.25% (504) as male at HSU. Although this 131 member difference may not seem significant, it does reinforce national dialogue regarding the need for more opportunities to involve men on college campus (as well as pre and post-college). Male identified students registered for environmental, cultural special interest and sport clubs at a higher rate than others. Many of these clubs involve some physical activeness (logging, medieval play, sports) and perhaps are areas that are already heavily populated by males.

**2012-2013 Male Members’ Profile:**

<table>
<thead>
<tr>
<th>Gender</th>
<th>Total</th>
<th>URM</th>
<th>Non-Res/</th>
<th>Alien</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>504</td>
<td>126</td>
<td>72</td>
<td>57.14%</td>
</tr>
<tr>
<td>Female</td>
<td>635</td>
<td>191</td>
<td>70</td>
<td>66.67%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Total</th>
<th>URM</th>
<th>Non-Res/</th>
<th>Alien</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amer. Indian</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Black</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>50.00%</td>
</tr>
<tr>
<td>Latino</td>
<td>26</td>
<td>14</td>
<td>12</td>
<td>61.70%</td>
</tr>
<tr>
<td>Asian</td>
<td>4</td>
<td>0</td>
<td>4</td>
<td>100.00%</td>
</tr>
<tr>
<td>Two or More</td>
<td>13</td>
<td>5</td>
<td>8</td>
<td>61.54%</td>
</tr>
<tr>
<td>Unknown</td>
<td>18</td>
<td>11</td>
<td>7</td>
<td>61.11%</td>
</tr>
<tr>
<td>Non-Res/</td>
<td>Alien</td>
<td>2</td>
<td>1</td>
<td>50.00%</td>
</tr>
</tbody>
</table>

**2012-2013 Female Members’ Profile:**

<table>
<thead>
<tr>
<th>Gender</th>
<th>Total</th>
<th>URM</th>
<th>Non-Res/</th>
<th>Alien</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>20</td>
<td>5</td>
<td>1</td>
<td>20.00%</td>
</tr>
<tr>
<td>Female</td>
<td>172</td>
<td>45</td>
<td>14</td>
<td>64.44%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Total</th>
<th>URM</th>
<th>Non-Res/</th>
<th>Alien</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amer. Indian</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Black</td>
<td>4</td>
<td>3</td>
<td>1</td>
<td>25.00%</td>
</tr>
<tr>
<td>Latino</td>
<td>60</td>
<td>35</td>
<td>25</td>
<td>41.67%</td>
</tr>
<tr>
<td>Asian</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>33.33%</td>
</tr>
<tr>
<td>Two or More</td>
<td>9</td>
<td>6</td>
<td>3</td>
<td>33.33%</td>
</tr>
<tr>
<td>Unknown</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

HSU reports that registered club members who identified as female, outnumbered men, or were even, in almost every category (there were more registered club members who identified as both male and veteran). This data shows that a significant number of club members were URM, FG or LI (518, 552 and 481 respectively).

Possible Response:

- Encourage male identified students to explore the development of clubs based on their interest (and within University policy).
- Review policy for “invisible” barriers to male involvement in Clubs.
- Survey male first-year students to note areas of interest

**Under-Represented Minorities (URM)**

The retention and graduation of students, especially students of color (Under-Represented Minorities) has been a struggle for many institution: HSU is committed to addressing URM student success from a variety of perspectives. The involvement of these students in clubs (45.48% of registered club members are also URM in 2012-2013), is an important factor to consider. URM involvement in clubs at predominantly white institutions is contributed to many factors: creating a sense of family away from home; desire to recreate an environment that has similar values traditions and language; desire to become more knowledgeable of their cultural backgrounds. URM students are faced with navigating a new environment as first year students and also confronting issues of identity (racial, gender and sexuality). Finding supportive communities is crucial to a successful college experience. URM students, in 2012-2013, registered as members primarily in cultural and honor society affiliated clubs. Less than 30% of Environmental clubs reported being URM. There was an increase of URM registrations in all club categories except for Environmental and Cultural (stayed about the same as 2011-2012).
Overall Highlights: A review of collected data revealed that Latino students (females more so than males) registered for clubs at a higher rate than any other URM in all categories. This is not necessarily surprising as Latino students are the highest URM population at HSU. According to our 2012-2013 reported data Black and American Indian men are the least engaged in clubs. Latin females are the highest engaged URM population across all categories except sports. URM+FG+LI students seem to seek out cultural, special interest and sports clubs primarily.

Proposed Improvements:
- Work with academic department and clubs to create opportunities to highlight these groups amongst URM students.
- Brainstorm opportunities with cultural clubs to increase membership of non-URM students in support of inclusiveness and education.
- Begin building supportive groups for males that support healthy, holistic growth.
- Create incentives for club membership registration

Sources

1. Appendix A
2. Appendix B
1.D.

Student Retention & Engagement
Reports can include graduation rates, satisfaction surveys, etc. Analysis of the data should disaggregate by ethnicity, gender, abilities, veteran status, remediation, foster youth, first generation, income level). Compare retention and engagement with HSU retention and engagement data. In your discussion and interpretation, consider how the data supports or conflicts with university retention efforts.

Judgment
☐ Compliant ☐ Non-Compliant ☐ Not Applicable

Narrative
The Clubs and Activities Office is working toward the collection of grade point averages of registered members as well a retention and graduation.
1.E.

Student Learning Outcomes
Analysis of the SLO's from section 1B. Based on the SLO's from section 1B., describe to what extend the learning outcomes were met. Analysis should also include: interpretation of outcome results, how the program evaluates its effectiveness in meeting the university's institutional mission effectiveness of outcome measurement and what program changes have been made based on the result of the assessed outcomes.

Judgment
☐ Compliant  ☐ Non-Compliant  ☐ Not Applicable

Narrative
Student Learning Outcomes
The online orientation program, available on the Clubs and Activities website is designed to deliver pertinent information regarding policies and procedures to officers and advisors. This process provides an alternative to “in-person” orientation that may prove to be more difficult to attend and facilitate in a manner that successfully communicates information.
In 2012-2013 we assessed if club officers and advisors, who completed the orientation, were able to correctly answer at least 80% of questions regarding policies and processes for club events and activities.

1. Club officers and advisors, who complete the online orientation, will be able to correctly answer 80% of the questions regarding policies and processes for club events and activities.

Assessment Activity
Club Advisors and Officers (President and Treasurer) were required to complete Online Orientation, via the Clubs and Activities website, in order to appropriately re-activate for the 2013-2014 academic year. Club Officers and Advisors of aspiring clubs were also required to complete online orientation as a part of their application process. The results of the quiz, a required part of the orientation that is completed at the end, was collected and analyzed for this assessment activity.

Assessment Results: Waiting on information from Kayla

1. Students who receive event funding will learn how to mitigate risk for their event as shown by student event application/evaluation form.

Assessment Activity
Officers of clubs seeking event funding are required to complete an Event Application. The Event Application requires detailed information about impending events and activities that include an outline of associated risk. An officer or designated representative will meet with the Clubs Coordinator to mitigate risk. This could include, but is not limited to: required release of liability waivers, acquirement of additional insurance, food permits, etc...

Assessment Results Waiting on information from Kayla
2.A.

Staff Engagement in Institutional Efforts and Activities
Describe how the department engages all members in the discussion, review, assessment and revision of program SLOs and other services.

Judgment
☐ Compliant  ☐ Non-Compliant  ☐ Not Applicable

Narrative
3.A.

Investments
Staff FTES by classification type, ethnicity and gender. Include budget expenditures distinguishing between temporary staff, student staff, permanent staff, and Operating Expense. (Budgets to include State General Fund, Trust Funds, Grants and Contracts, etc.)

Judgment
☐ Compliant □ Non-Compliant □ Not Applicable

Narrative
The Clubs and Activities Office staff has the following demographic break-down (2012-2013):

<table>
<thead>
<tr>
<th>1 Full-Time Staff</th>
<th>Coordinator</th>
<th>Caucasian</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Half-Time Staff</td>
<td>Administrative Support Coordinator</td>
<td>Caucasian</td>
<td>Female</td>
</tr>
<tr>
<td>6 Student Staff</td>
<td>Reception Desk, duties as assigned</td>
<td>3 Latino 3 White</td>
<td>6 Females</td>
</tr>
<tr>
<td>1 Student Coordinator</td>
<td>Greek Life</td>
<td>API</td>
<td>1 Male</td>
</tr>
</tbody>
</table>

Sources
- Fall Staffing Report
- Funding Report
- Spring Staffing Report
3.B.

Efficiency
Staff/student ratio (SSR) within the unit, scope and type of service, number of program participants by discrete service (distinguish between group presentations and one-on-one work with individual students), number of contact hours, and comparisons to benchmarks based on similar size campus and demographic data for student populations.

Judgment
☐ Compliant  ☐ Non-Compliant  ☐ Not Applicable

Narrative

Clubs and Activities Office Staffing

Professional Staff
  1 Coordinator at 1.0
  1 Administrative Support Coordinator at .5

Student Staff
  6 Student Staff at 20 hours or less per week
  1 Greek Life Coordinator at 20 hours or less per week (Fall only)
  3 SlamFest Coordinators
  1 Publicity Coordinator

Group Presentations and Meetings
142 approved events that required individual meetings with the Club Coordinator or ASC

Individual Meetings
  - Coordinator: required to meet with club members to discuss event applications; dialogue about proposed event ideas; reports of inappropriate behavior by club members; facilitate meetings with risk management.
  - ASC: clubs seeking funding meet with the ASC (event and travel); clubs seeking budget support; reconcile budgets for large events.
  - Student Staff: club coordinating council is chaired by student staff; event and travel applications; new club applications

CSU Research
  - Staffing: In Fall 2013 the Associate Dean for Student Engagement and Leadership surveyed other CSU campus via the Student Activities listserv. In the collection of information regarding staffing there were similarities regarding staffing at other institutions that were not found at HSU. Staffing at many of these institutions included the following positions: 1. Individual positions committed to the various service areas. Those positions included: Greek Life Coordinator, Student Leadership Coordinator, Program/Event Advisor, etc...This plan would allow for greater attention in these areas and possibly a more comprehensive development plan for Club Officers and Members.
4.A.

General Conclusions about Past Year Performance
Through analysis and personal observation, summarize your conclusions about the past year. Discuss to what extent your department has or has not met stated goals and any challenges faced in achieving goals? What activities has your program engaged in to improve the student success and the HSU environment? Describe notable achievements since your last self-evaluation.

Judgment
☐ Compliant  ☐ Non-Compliant  ☐ Not Applicable

Narrative
In the 2012-2013 academic year the Clubs and Activities Office was able to meet outlined goals and learning outcomes. There was an increase in productivity and quality of workshops due, in part, to the following changes:

a. New club activation process committed to Fall semester only.

b. Individualized meetings with Club Officers to mitigate potential risk associated with events.

c. Informed decision to place SlamFest under review and redirect funds to leadership workshops.

d. Dissemination of Club Office duties (that do not include mitigation of risk, club advisement or required signatures) to student staff in an effort to expedite response from the office.

Although there were improvements made that enabled the Clubs Office to assist with club event management, grant funding and orientation, there were still a variety of issues that continue to persist:

a. Required execution of the Events Application that honors customer service, allows for developmental growth and adheres to campus policies. Students are required to acquire various signatures and deliver the printed application from one campus office to another. Possible solution: Adoption of a process that allows for the form to be shared and approved electronically between Advisors, Clubs Office, Info Desk, Facilities and University Police Department. This will greatly improve customer service, event risk mitigation, Advisor knowledge of planned events and attainment of proper funding and insurance.

b. Improvement in communication between Clubs Office and Information Desk is necessary to allow for proper event advisement and notification to University Police Department. At this time Clubs are not allowed to reserve rooms without approval from the Clubs Office (this approval comes as a part of the review process for events). Club Officers and members are, however, able to reserve space without completing or submitting the event application. Possible solution: Clubs office becomes responsible for reserving space for recognized clubs or software that will allow for expedient communication with the Information Desk.

c. The Clubs and Activities Office has goals associated with workshops, programming and training. Additional space is needed to support clubs with their events, projects and on-going activities.

d. Lack of appropriate staffing continues to have a negative impact on the tremendous possibilities for the Clubs and Activities Office. Club Officers, members and advisors are in need of on-going training and support, Coordinator membership on various campus-wide committees is necessary to create positive change, club sponsored events, today, require more risk management and attention. The highest risk area would be Greek Life, but at this level of staffing there is not efficient support.
5.A.

Recommendations, Goals and Student Learning Outcomes for Next Year

Summarize program modifications or changes to be made as a result of assessment. Show how the changes responded to changing demographics, technologies, external requirements, or other relevant factors. Goals may be carried over from year to year but changes but must be informed by your data analysis and conclusions in 4.A.

Judgment

☑ Compliant  □ Non-Compliant  □ Not Applicable

Narrative

Recommendations:

According to the CAS Professional Standards for Higher Education, specifically The Role of Campus Activities Programs, the Clubs and Activities office must provide the following: training and development of club members, training and support for advisors, advocacy for recognized clubs and their interests, Leadership development, administrative support and collaboration across campus. Although the Clubs and Activities Office at HSU has grown by leaps and bounds (online orientation, travel and event funding opportunities, risk mitigation and club workshops), there is still a plethora of implementations still to be made.

Staffing

Current: The Clubs and Activities Office currently employs one full-time Coordinator and one part-time Administrative Support Coordinator as professional staff. There are also student employees who mainly assist with office/phone coverage.

Recommendation: In order to appropriately address training needs of both club members and advisors; increase our rate of completion regarding club activations and processing travel and event grant funding there will need to be an increase in staffing. 1. Increase the Administrative Support Coordinator Position to full-time.

2. Employ an additional SSPI as Greek Coordinator as this population poses the greatest risk in the organization. 3. Employ an additional SSPI as Training and Event Management Coordinator. 4. Provide web site and publicity support to club members by employing a graphic artist and website assistant (student position).

Space

Current: The Clubs and Activities Office is located in the University Center. The space currently holds two offices (one occupied by the Clubs Coordinator and the other serves as both the reception desk and work station for the Administrative Support Coordinator). There is also a small area that serves as a waiting area, craft area and where we post important signs pertaining to clubs.

Recommendation: The Clubs and Activities Office could provide opportunities for Clubs to work together on art projects, signs, posters, banners and events with additional allocated space. We envision space for group meetings, small group presentations, advisor meetings, craft space, storage space and computers for club business. We believe these additions would assist with Clubs becoming more self-directed and efficient.

Event and Leadership Development Funding

Current: The Clubs and Activities Office receives both state (operational) and auxiliary funds, via Associated Students (student personnel wages). Activities sponsored by Clubs and Activities include: Fall and Spring Club Fairs, Club Info Nights and the Club Leadership Series (partially funded by Associated Students). The office, however, has not been able to fully implement other requirements of a Campus Activities Program (as communicated through CAS Standards).

CAP must include these fundamental functions: implementing campus programs that add vibrancy to the campus, advising student organizations that implement programs or services, advising student governing organizations, ensuring the proper and efficient stewardship of funds including the student activity fee and institutional allocation, and implementing training, development, and educational opportunities.

Recommendations: It is not unusual for a Clubs and Activities Office to plan and implement activities (small and large) on a University campus. I would recommend additional program/activity funding to be used in the following areas: implementation of training, development and educational opportunities for club officers, ongoing advisor support, alcohol and sexual assault prevention training and specialized support that addresses the uniqueness of each organization.

Operations

Current: This office struggles to efficiently operate with 1.5 professional staff but has furthered development and services to club members and the campus-at-large. In the areas of functionality and customer service we are deficient at this time and will need to force a dialogue about improvements.

Functionality: The Clubs office oversees the creation and reactivation of student clubs. The process is based on completion of forms (that are not electronic), collection of signatures, completion of online orientation, volunteer ID forms, chalking/staking forms, food safety permits, event applications, AS Account Signature Cards, Club Contact Cards, etc. This process can span the course of the semester and pose an insurmountable amount of work for the staff. Clubs are able to reserve rooms and other spaces through the campus Info Desk. This, however, poses a problem as clubs do not have to be reactivated in
order to reserve a room.

**Customer Service:** Club Officers are required to complete a packet of forms to reactivate their clubs. Depending on availability of advisors, the process of collecting signatures can take days. Students have commented that they have neglected to attend a class in order to complete the process. The completion and routing of event applications has also raised concern with the clubs office as well as Info Desk, Facilities and University Police Department.

**Recommendation:** The acquisition of software, like OrgSync, can assist in improving Club Office operations, including the collection of required documents (travel forms, release of liability waivers, event applications, activity associated forms, notification of workshops, etc…). We believe this software would also improve customer service by allowing club members to complete and submit forms electronically.

**Goals and Student Learning Outcomes for 2013-2014:**

The Clubs and Activities Office will provide developmental and operational support for Clubs' Officers and Advisors.
- 75% Club Officers attend at least two elected Club Information Night events.
- 100% of Club Officers, who attend Club Info Night Events, can demonstrate a knowledge of policies associated with event planning.
- At least 50% of Club Advisors will attend an Anti-Hazing Workshop in Spring 2014.
- Clubs and Activities Office will review current Advisor orientation requirement with changes based on policy, feedback and best practices.

The Clubs and Activities Office will provide leadership skill development support for Club Officers in 2013-2014
- 75% of Club Officers will attend at least one Leadership Series Event.

The Clubs and Activities Office will implement a Greek Life Advisory Committee in Spring 2014.