

THE UNIVERSITY OF OKLAHOMA

Student Affairs

2018 - 2019 Assessment Report



STUDENT AFFAIRS ASSESSMENT, 2018-19

Introduction

Education at the University of Oklahoma takes place both in and beyond the classroom. Student Affairs is integral to out-of-the-classroom experiences, which assists students in developing attributes employers seek after college and enables positive contributions to society. This is accomplished through the mission of Student Affairs, to enhance students' academic success by developing student skills, cultivating diverse, campus life experiences, and enriching the university community through programs and services. The mission is driven by five goals:

1. Assist students in realizing their goals – academic, personal, and professional,
2. Provide diverse cultural experiences to the University community,
3. Offer programs designed to enhance the academic experience,
4. Provide leadership development opportunities, and
5. Create a safe, healthy environment in which students may live, study, socialize, and work.

Assessing the outcomes of activities and services provided through Student Affairs has evolved since 2010 by the Student Affairs Assessment Committee (SAAC). SAAC continues to review and develop updates for reporting and recording assessment. For the academic year 2018-2019, SAAC consisted of the following staff members.

Amy Davenport, Fitness and Recreation/Student Affairs Assessment (chair)
Sarah Bramlett, Health Sciences Center Student Affairs
Steve Hixon, Fitness and Recreation/Student Affairs Assessment (GA)
Kye LeBeouf, Health Services
Matt Nash, Oklahoma Memorial Union
Quan Phan, Housing and Food Services
Taylor Phoumivong, Student Life
Cicily Riggs, Intern (spring 2019)
Carlos Rodriguez, Health Sciences Center Student Affairs
Erin Simpson, Housing and Food Services/Gender and Equality Center
Jordan Weaver, Gender and Equality Center

Reporting and Benchmarking Updates

SAAC makes continuous effort to review the assessment process and training methods. Periodically, an update is identified to improve the overall assessment process. In 2017-18, the reporting form was updated to create an easier way for departments to report their end of the year highlights. The changes were helpful in that they created better continuity of reporting through examples and form simplification. No further changes were made to the form for 2018-19.

The Council for the Advancement of Standards designations for domains are abbreviated within the reporting form. The domains and their associated dimensions are outlined below.

Knowledge Acquisition, Integration, Construction, and Application Dimensions (KA):

understanding knowledge from a range of disciplines; connecting knowledge to other knowledge, ideas, and experiences; constructing knowledge; and relating knowledge to daily life

Cognitive Complexity Dimensions (CC):

critical thinking; reflective thinking; effective reasoning; and creativity

Intrapersonal Development Dimensions (ID):

realistic self-appraisal, self-understanding, and self-respect; identity development; commitment to ethics and integrity; and spiritual awareness

Interpersonal Competence Dimensions (IC):

meaningful relationships; interdependence; collaboration; and effective leadership

Humanitarianism and Civic Engagement Dimensions (HCE):

understanding and appreciation of cultural and human differences; social responsibility; global perspective; and sense of civic responsibility

Practical Competence Dimensions (PC):

pursuing goals; communicating effectively; technical competence; managing personal affairs; managing career development; demonstrating professionalism; maintaining health and wellness; and living a purposeful and satisfying life

Further, departments are asked to reflect on not only the information received through the assessment, but also on the future and how the information may be utilized.

Departments have designated years for specific benchmarks associated with the NASPA Consortium and Campus Labs. The NASPA Assessment and Consortium recommended cycle for benchmarks is 2-4 years or after a major area or campus change. For this reason, Student Affairs rolls each department's benchmark every third year using the schedule below.

2018-19	Student Union Programming, Campus Recreation, Mental Health and Counseling
2019-20	Orientation, Fraternity and Sorority Life, Student Conduct
2020-21	Campus Activities, Career and Professional Aspirations, Residence Life

Departments, such as Student Media, for which no benchmark is currently a part of the consortium, rely on other methods of benchmarking, such as through annual awards. For 2018-19, benchmarks were completed for Project CEO Student Union Programming, and Campus Recreation. Due to campus changes including upper administration and irregularities, Mental Health and Counseling were not benchmarked.

Project CEO Benchmark Review

According to the *Job Outlook 2019* survey administered by the National Association of Colleges and Employers (NACE), top attributes employers seek in new college graduates include: critical thinking / problem solving, teamwork / collaboration, professionalism / work ethic, and written communication. NACE reports that when employers seek to distinguish between two equally qualified applicants who possess both the appropriate academic major and high GPA, employers tend to use work experience and/or co-curricular experience to make the hiring decision (NACE, *Job Outlook 2019*).

OU-Norman Campus participated in the Project Co-Curricular Experience Outcomes Survey (Project CEO Survey) hosted by Campus Labs in spring 2019. The survey defines co-curricular experiences as experiences in which students are engaged and working in partnership with curriculum. These experiences are meaningful and contribute to students' overall learning and development in college (Griffin, 2016). Peer institutions with which the University of Oklahoma was benchmarked include Auburn University, Texas Christian University, and the University of Missouri.

Project CEO measured the extent students believed they gained the skills identified as desirable by employers for new college graduates. Students indicated they believed they gained these skills from involvement in co-curricular activities, from the classroom, and/or from employment off campus. The Project CEO survey defined co-curricular activities as

involvement in student organizations, campus publications, student government, Greek life, intercollegiate or intramural sports, or academic groups.

At the University of Oklahoma, 276 students participated in Project CEO. Nationwide, the total number of participants was 6,783. Since the University of Oklahoma has participated in Project CEO for the last several years, the low number of participants did not seem to change data obtained from prior years in significant ways. Of the OU participants, over 80 percent reported participating in co-curricular activities, with almost 72 percent reporting a weekly time commitment of 1-15 hours.

Involvement Hours	2018		2019	
	National	OU	National	OU
Zero	6%	3%	5%	6%
<15	85%	83%	82%	82%
>15	13%	14%	13%	12%

Nearly 56 percent of OU respondents reported having served in a leadership or officer position in their organization, while across the nation, the average was 43 percent.

Involvement	National	OU
Leadership	43%	56%
Co-curricular Activities	65%	80%
Multiple Organization Involvement (2018)	22%	28%
Multiple Organization Involvement (2019)	22%	26%

Further, OU students reported almost 34 percent worked on campus and almost 38 percent worked off campus while nationally 33 percent respondents worked on campus and 44 percent worked off campus.

In the following chart, data was analyzed for skills in which students self-reported as being competent, advanced, or experts. Because Student Affairs has a primary responsibility of extracurricular activities and employs a large portion of on-campus student employees, two areas were chosen to focus the Project CEO data to highlight Student Affairs programs and events: Co-Curricular Activities and On-Campus Employment.

OU students, overall, reported significantly higher than the national averages that the skills were gained through co-curricular experiences. The vast experiences provided through Student Affairs compound with one-another creating a strong environment for student involvement, grounding through challenge and support (Sanford, 1968). Further, culminating opportunities for student involvement not only provide students with the NACE skills, but, also, with the benefits of involvement including a positive correlation to academic success and retention (Astin, 1996; Kuh & Pike, 2005).

Also, on-campus employment was another contributing factor. Student Affairs hosted over 1,550 student employee positions in September 2018. In reviewing the data, it is important to continue to include the NACE topics in training and development sessions for on-campus student employment. Overall, OU ranked much higher among student employees in nearly all of the NACE skills. This is further evidence of training and development, such as that through Housing and Food Services and Fitness and Recreation, created to target such topics in order to provide a better student experience for all students.

This data will guide future student employee training and development. Further, this information will be shared with each department to encourage concentrated efforts in assisting students with these skills, particularly the skills that are near or below the national average.

Attribute	National Average	OU Average
Teamwork		
Competent/Advanced/Expert	86.87%	89.83%
Co-Curricular Activities	49.38%	62.39%
On-Campus Employment	24.21%	22.57%
Verbal Communication		
Competent/Advanced/Expert	67.74%	70.78%
Co-Curricular Activities	40.23%	51.85%
On-Campus Employment	22.75%	18.52%
Intercultural Competence		
Competent/Advanced/Expert	81.35%	86.83%
Co-Curricular Activities	42.73%	56.60%
On-Campus Employment	20.65%	17.45%
Problem Solving and Decision Making		
Competent/Advanced/Expert	79.94%	85.34%
Co-Curricular Activities	38.88%	52.25%
On-Campus Employment	23.42%	19.82%
Career Management		
Competent/Advanced/Expert	56.84%	56.71%
Co-Curricular Activities	30.38%	38.74%
On-Campus Employment	21.99%	21.17%
Influencing		
Competent/Advanced/Expert	68.80%	67.92%
Co-Curricular Activities	41.70%	55.34%
On-Campus Employment	17.81%	13.59%
Professionalism and Work Ethic		
Competent/Advanced/Expert	80.34%	81.61%
Co-Curricular Activities	33.92%	43.60%
On-Campus Employment	27.40%	26.54%
Workflow Planning		
Competent/Advanced/Expert	71.43%	67.42%
Co-Curricular Activities	32.98%	40.38%
On-Campus Employment	21.57%	19.25%
Critical Thinking		
Competent/Advanced/Expert	78.08%	78.34%
Co-Curricular Activities	31.43%	40.74%
On-Campus Employment	17.03%	11.57%
Digital Technology		
Competent/Advanced/Expert	68.27%	67.44%
Co-Curricular Activities	21.55%	52.94%
On-Campus Employment	17.38%	14.62%
Written Communication		
Competent/Advanced/Expert	76.46%	82.51%
Co-Curricular Activities	19.99%	21.70%
On-Campus Employment	14.51%	9.43%
Leadership		
Competent/Advanced/Expert	69.94%	77.36%
Co-Curricular Activities	46.91%	61.46%
On-Campus Employment	19.49%	15.12%

2018-19 Benchmark Reviews

Most benchmarks are administered on a three-year rotation. For 2018-19, the three areas included Campus Recreation, Student Union Programming, and Mental Health and Counseling. In July 2018, a new university president began and sweeping changes occurred across campus. Due to the many changes impacting services in the counseling areas, the benchmarks for these areas were delayed. Transition years are not ideal to obtain benchmarks.

Campus Recreation

Fitness and Recreation conducted a survey of students who attend the Sarkeys Fitness Center. The purpose of the survey was to assess satisfaction and program efficiency of the Sarkeys Fitness Center and its classes, facilities, and equipment. The results informed the Fitness and Recreation department certain areas of improvement and growth and areas of success. The following are some findings from the survey:

- 77 percent of survey participants stated that it is important to maintain a healthy lifestyle prior to enrolling at the University of Oklahoma. However, 95 percent stated that it is important maintaining a healthy lifestyle after attending the University of Oklahoma. The Fitness and Recreation department also values maintaining a healthy lifestyle and developing the necessary skills to do that. 62 percent of survey participants indicated that participating in Campus Recreation activities and programs has expanded their interest in staying fit and healthy and 81% stated that these activities and programs also contribute to the quality of life at the University of Oklahoma.
- 55% of survey participants indicated that participation in recreational activities has provided them with skills and abilities that they will use after college. These are some of the skills participants identified where Campus Recreation developed an impact: sense of adventure (56 percent), self-confidence (85 percent), athletic ability (88 percent), concentration (64 percent), fitness level (91 percent), respect for others (63 percent), multicultural awareness (48 percent), sense of belonging (58 percent), communication (48 percent), balance/coordination (79 percent), physical strength (91 percent), problem solving (46 percent), feeling of well-being (91 percent), time management (70 percent), group cooperation (51 percent), ability to get a good night's sleep (71 percent), leadership (42 percent), ability to multi-task (56 percent), stress management (83 percent), ability to develop friendships (52 percent), weight control (84 percent), overall health (93 percent), and academic performance (66 percent). These various skills are important to the college experience and the Fitness and Recreation department can contribute to its development in some form of way. With the University of Oklahoma's holistic approach to student success, it is important to understand how working on one's physical health can also help one's mental health, academic success, and soft skills.
- 80 percent of survey participants indicated that they would recommend Campus Recreation facilities, programs, and services to others. However, there were suggestions for improvement with hours of operation, classes, and parking. In regard to hours of operation, there is a call for greater hours in the evenings and weekends. Survey participants requested for a greater variety of fitness classes offered in the evenings after academic classes. Survey participants also noted that parking tends to be an issue to access to the Sarkeys Fitness Center, both amount and location.
- 62 percent of survey participants identified that they utilize weight training/lifting free weights at least once a week. However, when asked what the Fitness and Recreation department can do to improve its facilities, the weight room and weight equipment was a common concern. A call for expansion of space and more equipment is a theme throughout the consortium.

Further, Fitness and Recreation developed student employee surveys that addressed some of the attributes identified by NACE and paralleled the results with the Project CEO benchmark. They surveys were completed for the Sarkeys Fitness Center and the Murray Case Sells Swim Complex.

Fitness and Recreation conducted a survey of student workers of the Sarkeys Fitness Center. The purpose of the survey was to gauge how their on-campus student employment at the Sarkeys Fitness Center has prepared them for "real world" job skills. The results informed the Fitness and Recreation department how it is or is not helping the student

workers develop certain skills that employers seek, including teamwork, problem solving and decision making, and verbal communication. The following are some findings from the survey:

- When asked about teamwork, 84 percent of survey participants indicated they were able to work as a member of a team. Survey participants identified which experiences, while working at the Sarkeys Fitness Center, contributed to the development of the teamwork skill. 67 percent of participants reported daily interactions with student workers, 67 percent described interactions with Fitness and Recreation professional staff members, and 58 percent stated the training received for the position as aiding factors in the development of the teamwork skill. One survey participant further stated an example of an experience while working at the Sarkeys Fitness Center that helped to develop the teamwork skill: “There have been multiple occasions where a member has passed out during a workout. One woman passed out on the track, and my team and I immediately rushed to the track to assist her. Everyone was on the same page when grabbing certain equipment such as the first aid kit and locating the member within the facility. Due to our team we were able to get the member up and moving, as well as help her raise her low blood sugar, which was the cause of her passing out. Experiences like this helped me learn how to be light on my feet and work as a unit when there isn't much time to react.”
- When asked about problem solving and decision making, 84 percent of survey participants indicated they were able to identify problems and execute logical solutions. Survey participants identified which experiences, while working at the Sarkeys Fitness Center, contributed to the development of the problem solving and decision-making skill. 75 percent of participants reported interactions with the members of the Sarkeys Fitness Center, 67 percent stated the knowledge of the facility, and 58 percent noted the ability to respond and act in the event of an accident and/or emergency supported the development of the problem solving and decision-making skill. Another survey participant stated an example of an experience while working at the Sarkeys Fitness Center that helped to develop the problem solving and decision making skill: “When I was working some of my first shifts alone and somebody would come in and ask about memberships or call in and ask about F45 accounts being suspended I would have to think as hard as I could about my training, but at some points you just have to go with the flow and make the decision this is what I need to do next and it all works out. I guess what I mean by that is that when I was unsure about anything on my first days alone I was forced to make a decision and go with it to help the members when they came in, so that is how SFC has helped my decision making and problem-solving skills.”
- When asked about verbal communication, 84 percent of survey participants indicated they were able to verbally present to increase knowledge or promote change. Survey participants identified which experiences, while working at the Sarkeys Fitness Center, contributed to the development of the verbal communication skill. 83 percent of survey participants noted interaction with the Sarkeys Fitness Center members, 91 percent reported interactions with student workers, and 86 percent stated interactions with Fitness and Recreation professional staff members as assisting factors of the development of the verbal communication skill. Another survey participant stated an example of an experience while working at the Sarkeys Fitness Center that helped to develop the verbal communication skill: “I have developed greater verbal communication skills through my interactions with members in completing transactions as well as with troubleshooting any problems members may consult me about. In addition, working at the front desk, I have strengthened my verbal skills through the interactions I have had with Pro-Staff due to my responsibility as a liaison between members or other individuals and the Pro-Staff.”
- When asked to identify the single greatest area of strength of teamwork, problem solving and decision making, and verbal communication, 50 percent of Facility Attendants, 50 percent of Student Supervisors, and 100 percent of Climbing Wall Attendants identified problem solving and decision making as the greatest area. 40 percent of Cashiers labeled both problem solving and decision making and verbal communication as the greatest area. In consideration with these positions, Facility Attendants, Student Supervisors, and Climbing Wall Attendants often interact with Sarkeys Fit+Rec members and must provide immediate response to problems and situations. Cashiers must communicate membership opportunities to a variety of people who utilize the Sarkeys Fitness Center and solve possible membership or access issues in a quick and timely manner.
- As a collective, 50 percent of survey participants indicated that problem solving and decision making as their single greatest area of strength.

Student employees at the Murray Case Sells Swim Complex (MCSSC) completed a similar survey. The results informed the Fitness and Recreation department how it is or is not helping the student workers develop certain skills that employers seek, including teamwork, problem solving and decision making, and verbal communication. The following are some findings from the survey:

- When asked about teamwork, 100 percent of survey participants indicated they were able to work as a member of a team. Survey participants identified which experiences, while working at the MCSSC, contributed to the development of the teamwork skill. 91 percent of participants reported daily interactions with student workers, 91 percent stated enforcing policies and procedures, and 86% described interactions with Fitness and Recreation professional staff members as aiding factors in the development of the teamwork skill. One survey participant further stated an example of an experience while working at the MCSSC that helped to develop the teamwork skill: “When it comes to closing the pool during a thunderstorm, we have to get all of the patrons out of the pool and off the deck as well as close the umbrellas and do anything else on the deck. We all divide the tasks up so it’s done more efficiently.”
- When asked about problem solving and decision making, 95 percent of survey participants indicated they were able to identify problems and execute logical solutions. Survey participants identified which experiences, while working at the MCSSC, contributed to the development of the problem solving and decision-making skill. 91 percent of participants reported interactions with student workers, 91 percent stated enforcing policies and procedures, and 86 percent noted interactions with Fitness and Recreation professional staff members supported the development of the problem solving and decision-making skill. Another survey participant stated an example of an experience while working at the MCSSC that helped to develop the problem solving and decision-making skill: “I was able to create a parking log so that we could keep track of who had the three parking passes parking services provided us. I was able to problem solve by creating that log and holding people more accountable for those parking passes.”
- When asked about verbal communication, 86 percent of survey participants indicated they were able to verbally present to increase knowledge or promote change. Survey participants identified which experiences, while working at the MCSSC, contributed to the development of the verbal communication skill. 91 percent of survey participants noted interactions with student workers, 91 percent reported enforcing policies and procedures, and 86 percent stated interactions with Fitness and Recreation professional staff members as assisting factors of the development of the verbal communication skill. Another survey participant stated an example of an experience while working at the MCSSC that helped to develop the verbal communication skill: “A kid was running and I told him to walk several times, but he kept running. the third or fourth time, I took him aside and explained to him the dangers associated with running in the pool area, and after he was much better about walking around the pool deck.”
- When asked to identify the single greatest area of strength of teamwork, problem solving and decision making, and verbal communication, 57 percent of Cashiers and 50 percent of Lifeguards (LGs) identified problem solving and decision making as the greatest area. 80 percent of Water Safety Instructors (WSIs) identified verbal communication as the greatest area of strength. 43 percent Lifeguard Instructors (LGIs) labeled both problem solving and decision making and verbal communication as the greatest area. In consideration with these positions Cashiers and LGs often interact with MCSSC members and must provide immediate response to problems and situations. WSIs must communicate swimming techniques often to young children at the MCSSC, therefore, must utilize their verbal communication skill to break instructions down into digestible pieces. LGIs must be able to think on their feet in case of emergencies at the MCSSC and demonstrate competency to lead specific skills and activities in the water.
- As a collective, 52 percent of survey participants indicated that problem solving and decision-making as their single greatest area of strength.

Student Union Programming

In the spring of 2019, the Union Programming Board polled a random selection of current OU students as part of the NASPA Consortium national benchmarking survey. This tool assessed the level of engagement and satisfaction with the programs and amenities provided at the Oklahoma Memorial Union (OMU) and then compared these results with the national averages. Below are highlighted points about access to the space and features of the union, feedback in terms of programming, development of students and overall satisfaction.

Access

- 89.2 percent of respondents spent time at the OMU during the week, while 59.3% frequent the space on the weekends. The OMU is the only building on campus open 24 hours to the student body.
- The OMU is a popular venue for dining, with 90.9 percent of survey participants having eaten in the space; the national average for eating in the student union is 85.7 percent. Of these students, only 38.6 percent use meal exchanges at the OMU, much lower than the national average of 50.2 percent. Although many students eat at the OMU, by far the most frequent suggestion from participants is to increase the variety of food options.
- Many more students come to the OMU in order to visit an administrative or student services office than at schools across the nation. The offices housed in the Union are extremely student focused, featuring ways to get involved, have an event, or find career advice. 51.9 percent of survey respondents come to the Union in order to visit one of these offices compared to the national average of 39.8 percent.
- The importance of an atmosphere conducive to studying at the OMU was high/very high for 73.5 percent of respondents, while the satisfaction level was only at 65.1 percent. Currently, 65.4 percent of students study on their own at the OMU, while 52.9 percent will use the space to study as a group. The OMU is currently undergoing space reallocations, making future innovative methods necessary in order to accommodate the desired atmosphere for studying.

Programs

- Directly in line with the national average (69.2 percent), 69 percent of respondents have attended an event at the Union. 49.4 percent of respondents attended late-night events (movies or after-dark events), which is much higher than the national average of 40.8 percent. Although, the OMU is in line with the national average of students attending events at the union, 20 percent of respondents that come to the Union are not doing so for the programming. This is a section of students that can be catered to through new events.
- Student activities at the OMU are promoted more effectively (65.7 percent) than the national benchmark (59.7 percent). With thousands of events occurring every year on a college campus, effective promotion is vital to the success of a student union. The Union Programming Board creates annual goals for creating unique and effective promotions.

Student Development

- OU student respondents consistently indicated more self-development and awareness through their participation in union activities, than have students at other institutions that participated in the benchmarking survey. Below are the comparative results:

As a result of attending programs, speakers, performances, or events at the Student Union:	National Average	OU Average
My leadership skills have improved.	32.2%	49.1%
My self-confidence has increased.	36.8%	43.2%
My ability to work in a team has improved.	33.5%	44.4%
My time management skills have improved.	37.2%	40.1%
My communication skills have improved.	48.5%	51.4%
I am better able to articulate my goals in life.	34.6%	49.3%
I have learned to balance social activities with academic obligations.	41.4%	65.4%

My understanding of diverse perspectives has changed.	55.1%	61.9%
My study skills have improved.	39.6%	46.3%
I am better able to manage conflict.	36.5%	41.7%
I have been able to make a difference on campus	33.1%	40.8%

- The current state of programming and spaces at the OMU allow for a high interpersonal connection rate for students. The table below indicates respondents at OU are able to make more peer-to-peer connections than those at other institutions:

As a result of attending programs, speakers, performances, or events at the Student Union:	National Average	OU Average
I have been able to meet individuals with different interests from my own.	55.3%	62.1%
I have been able to meet individuals with similar interests to my own.	66.4%	71.3%
I have been able to connect with new students through activities and options offered at the student union.	65.9%	72.0%
I am more knowledgeable about campus community.	64.4%	71.6%
I feel a part of the campus community.	67.5%	71.6%

Satisfaction

- 92.1 percent of respondents were satisfied with the overall OMU, a few points higher than the national average of 88.8 percent. Satisfaction levels were broken down into smaller categories:

Satisfaction with:	National Average	OU Average
Meeting/lounge space	69.3%	65.4%
Welcoming & comforting atmosphere	82.1%	85.6%
Variety of food options	77.3%	60.9%
Variety of entertainment options	65.3%	64.3%
Collegiate experience has improved	59.4%	67.1%

OU students are extremely satisfied with the atmosphere of the OMU; however, there is significant room for improvement in the variety of food and entertainment options. Open answer response fields for additional comments over these fields did not provide significant data, so further assessment with the student body will be necessary in order to best cater to the wants of the students.

High levels of student development and impactful programming has translated into university retention. 68.3 percent of respondents stated that they are more likely to complete their degree at OU as a result of attending programs or events at the Union. This is much higher than the national average of 52.8 percent. Furthermore, 45.8 percent of OU participants are more likely to engage in alumni events after graduation while the national average was 30.2 percent.

All in all, student union activities at the Oklahoma Memorial Union are proving to positively impact students each year as well as into the future. The Union Programming Board will continue to plan events and programs of interest to the current student body.

CAREER SERVICES

Mission Statement

The mission of Career Services is to enhance the career development of students by teaching career planning and job search skills and by facilitating the exchange of information among students, alumni, faculty, administrators, and employers. Career Services supports the academic mission of the University, providing information and resources related to the success of students after graduation. These services provide a link between the University and the organizations that hire OU graduates.

2018-19 Initiative Highlight, Career Services CAREERAPALOOZA Event

Program Outcome – Through staff training, one-on-one assistance will be provided after each resume or mock interview workshop to enable student athletes to compose a useful resume or enhance their interview skills.

Results Summary – August 2018, we held our first-ever CAREERAPALOOZA, an outdoor food truck event during the second week of the fall semester for all students to create awareness about the office of Career Services and overall career preparedness. Students utilized games and hands-on activities facilitated by Career Services staff, to learn about a variety of career related topics (i.e. resumes, interviewing, networking, career fair preparation, utilizing resources). Once students participated in four of the six games and activities, they were rewarded with a free meal at one of the three food trucks sponsored by OU recruiting employers.

Students also had the opportunity to visit with the three OU recruiting employers during the rotation of games and activities, allowing them to interact in a fun environment. These employers brought promotional items and informational brochures about their company and encouraged students to attend the upcoming fall career fairs.

Career Services set a goal of serving 400 students during a two-hour timeframe and within the first hour the volume of students who attended the event, caused the event to end a half hour earlier than expected!

With the high success of the inaugural year of CAREERAPALOOZA, the goal for 2019 will be to increase student attendance to 500 in the two-hour event, as well as, double our OU recruiting employer sponsorship to six.

Learning Outcome

Learning Outcome Through participation in the Careerapalooza event, participants will be able to articulate four or more career readiness steps and Handshake resources.	Use of Results 400 participants participated and were able to successfully complete activities designed to inform them of Career Services and resources to improve their professional development.	
	Future Planning Additional activities will be added to expand participant knowledge and increase engagement with Career Services.	
	Measurement Handshake	CAS Domains CC, ID, KA, PC

Learning Outcome Aviation students who complete the Career Development course will learn the attributes necessary in career planning and	Use of Results Students who completed the course in FA18-SP19 scored 94-100 percent in the 11 course learning objectives in career development.	
	Future Planning The Self-Study questionnaire will be used to report the success of the course and its students to the Aviation Accreditation Board International.	

certification in aviation professions.	Measurement Canvas	CAS Domains CC, IC, ID, KA, PC
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Program Outcomes

Program Outcome Through promoting the Big 12 Virtual Career Fair in SP19, at least 100 students will register for the event.	Results Out of all of the Big 12 colleges that opened registration to their students, University of Oklahoma had the second-highest registrations at 280.
	Future Planning This benchmark information will be used to develop a strategic outreach plan to increase student registration in this valuable remote career fair opportunity.
	Measurement University of Oklahoma

Program Outcome By diversifying Facebook Live presentations, Career Services will increase student views by 20 percent.	Results Compared to FA17-SP18, Career Services added four new Facebook Live presentations, resulting in more than a 60 percent increase in views.
	Future Planning Continue to expand our student reach through convenient technology.
	Measurement Facebook Analytics

FITNESS AND RECREATION

Mission Statement

The Mission of Fitness and Recreation is to provide diverse programs, services, and educational opportunities to enhance the lifelong health and wellness of the university community. The mission is accomplished through providing opportunities and support to promote a healthy university community; benefiting the university community through health education; and developing university relations through health and wellness activities.

Program Highlight: F45

F45 was added to the fitness programming offered to members at the Sarkeys Fitness Center on October 1, 2018. This globally offered 45-minute functional training program that began in Australia creates a powerful teamwork atmosphere. It incorporates the expertise of personal training in a group fitness setting. The elements of High Intensity Interval Training (HIIT), Circuit Training, and Functional Training are fused into a technologically driven package that provides a challenging, and balanced exercise program. It is modifiable to fit the needs of all fitness and ability levels. Each unique workout is offered several times each day. A balance of cardiorespiratory fitness, resistance training, and interval training are incorporated into the program design. The functional movements mimic activities of daily living providing an opportunity for participants to notice improvements inside the classroom and out.

The process for bringing F45 to the University of Oklahoma began Fall 2017. It required the teamwork of multiple departments on campus including Purchasing, Legal Counsel, Facilities Management, Risk Management, Printing Services, and Fitness and Recreation. Key aspects of project management included: contract and service agreement review and approval; space information collection and technology testing; space buildout; equipment assembly and storage solutions; marketing; development of OU Fit+Rec app through IM Leagues for class reservations and statistics; training of staff for selling, teaching, room set-up, and technology use; and program maintenance.

Over 1,000 F45 classes were taught with an average class size of 15 (size allowance depends upon daily workouts and ranges 12-18). The total membership was 496. Goals for 2019-20 are to increase the numbers utilizing F45.

Learning Outcomes

Learning Outcome 100 percent of Intramural Sports officials and student supervisors agreed that through working in Fit+Rec they gained at least one transferable skill they can apply to future employment.	Use of Results Student employees often are not able to recognize how their positions in Intramural Sports related to careers beyond college. Training will continue to assist students in recognizing and honing these skills as well as how to talk about them in job interviews.	
	Future Planning Pieces of this project will be incorporated into regular student trainings including development of points for each student job description.	
	Measurement Survey	CAS Domains KA, CC, ID, IC, PC

Learning Outcome Through participation in FIT Academy Instructor Prep Course, participants will demonstrate skills required to design and conduct a safe and effective fitness class for the general population.	Use of Results 95 percent of participants demonstrated skills required to design and conduct a safe and effective fitness class for the general population.	
	Future Planning Additional hands-on practice opportunities will be added into future FIT Academy sessions.	
	Measurement Class Design Assignment, Class Demonstration, and Evaluation	CAS Domains KA, CC, ID, IC, PC

Learning Outcome Fitness and Recreation American Red Cross certified Water Safety Instructors taught 670 people the skills to swim in 2018-19.	Use of Results Swimming is a continued need for students, faculty/staff, and children in the community.	
	Future Planning Provide more adult lessons in the fall and spring with targeting information going to the OU community.	
	Measurement Course Completion Statistics	CAS Domains KA, CC, ID, IC, PC

Learning Outcome All of the 247 American Heart Association CPR/AED/First Aid participants demonstrated the necessary skills to perform lifesaving techniques during emergency situations and earn their certification.	Use of Results The American Heart Association materials and guidance provided by class instructors are effective.	
	Future Planning Continue with the current staffing for classes to ensure appropriate, hands-on instruction takes place.	
	Measurement American Heart Association Written Exam and Skills Demonstrations	CAS Domains KA, CC, ID, IC, PC

Program Outcomes

Program Outcome Water bottle filling stations at the Sarkeys Fitness Center saved approximately 153,600 20oz plastic bottles from ending up in landfills. This is an increase over the previous year (139,820).	Results Water bottle filling stations have been successful at eliminating the use of plastic and waste.	
	Future Planning Determine in the spring if the contract for the filling stations should be continued.	
	Measurement Filling Station Numbers	

<p>Program Outcome Fitness and Recreation hosted approximately 678,000 visitors to its facilities in 2018-19.</p>	<p>Results Fit+Rec facilities provide opportunities for learning through the department of Health and Exercise Science, learning through Fit+Rec programs from anatomy to how to lift properly, stress relief, team building, and overall health and wellness.</p>
	<p>Future Planning Evaluate building numbers and use in comparison to pending changes in specific areas, like the weight rooms, to determine if the possible updates are providing greater access.</p>
	<p>Measurement Facility Counts</p>

<p>Program Outcome The Sarkeys Fitness Center replaced an additional 35-400 watt metal halide bulbs with 130 watt and 150 watt ballastless LED replacements. This is a reduction of 165.78 kWh per 18-hour day. Adding in the previous year's LED installation savings, the savings results in 172,636 kWh per year.</p>	<p>Results Lighting change benefits include longer-lasting lightbulbs, with an expectancy of about 10 years per bulb, less labor, power savings, and environmental savings. The financial impact is estimated at about \$20,000 annually over previous lighting.</p>
	<p>Future Planning LEDs will continue to be the replacement of choice. Although the upfront cost is more to utilize LEDs over other bulbs, savings are recognized over time through energy savings as well as personnel costs as LEDs have a 10-year life versus about one to two years for metal halide.</p>
	<p>Measurement Count of LED Replacements</p>

GENDER AND EQUALITY CENTER

Mission Statement

The mission of the OU Gender + Equality Center is to foster social justice by advocating for the rights of women and LGBTQ students, empowering those without a voice, and challenging inequality.

2018-19 Program Highlight, Step Up Workshop

Program Outcome – Crimson and Queens will increase attendance by 25% over the previous year. (Actually, increased participation by 75%)

Learning Outcome:

Participants will be able to describe the origins of drag culture as forms of protest and celebration within queer culture.

Results Summary – Crimson and Queens Drag Show

The second annual Crimson and Queens Drag Show was held on April 17 in the Oklahoma Memorial Union Ballroom. Crimson and Queens has become the largest drag show in Oklahoma with an attendance of over 700 people to celebrate local drag talent, students in their first time in drag, and internationally known drag queen Alyssa Edwards. Students faculty, staff, and local Norman community members gathered to celebrate drag as an art form and expression.

Learning Outcomes

Learning Outcome As a result of participating in LGBTQ Ally, participants will be able to describe two intervention strategies for disrupting trans or homonegativity.	Use of Results 90 percent of respondent participants felt that they were better prepared to intervene.	
	Future Planning This is a highly rated section of Ally training that can and should be expanded upon to promote positive Allyship.	
	Measurement Survey	CAS Domains CC, IC, ID, KA

Learning Outcome As a result of participating in LGBTQ Ally 2.0, participants will be able to identify at least two resources for LGBTQ students on campus.	Use of Results 81 percent of respondent participants were able to identify a minimum of two resources.	
	Future Planning The resource section is a critical piece of Ally 2.0 so a handout or takeaway will be developed in order to better communicate this information.	
	Measurement Survey	CAS Domains KA, PC

Learning Outcome As a result of participating in Step In Speak Out, first year and transfer students will be able to articulate the concept of voluntary, enthusiastic, reversible & coherent consent.	Use of Results 98 percent of respondent participants were able to articulate the concept of consent.	
	Future Planning Consent education is the crux of SISO; this information will be used to continue to train peer educators on the importance of this topical area.	
	Measurement Survey	CAS Domains CC, ID

Program Outcomes

Program Outcome The Gender + Equality Center will create a set of culturally responsive educational sessions that focus on navigating gender-based violence in historically minoritized communities.	Results The GEC created three Zoom In sessions and delivered to student groups upon request.	
	Future Planning The Gender + Equality Center will continue to create justice-based programming to better serve students.	
	Measurement Outreach Tracker, Intern Reports	

Program Outcome The Gender + Equality Center will create a PRIDE campaign in order to raise money for the LGBTQ Program Advisory Board.	Results LGBTQ+ Programs created and sold an Oklahoma Pride shirt in order to raise money. At this time the t-shirt campaign has raised approximately \$5,000.	
	Future Planning We will utilize merchandise sales in future development plans.	
	Measurement Financial Statements	

Program Outcome The Gender + Equality Center will provide educational opportunities for at least 20 percent of the campus community.	Results The GEC trained 11,371 people – 29 percent of the Norman campus community. These training sessions covered gender-based violence prevention, active bystander training, education on the LGBTQ+ community, and custom created sessions.	
	Future Planning We will continue to offer high quality training but will utilize a "programming menu" on the GEC website to better communicate to stakeholders what types of training we can offer.	
	Measurement Outreach Tracker	

HEALTH SERVICES

Mission Statement

The mission of Health Services is to maximize the health of the university community by providing high quality medical services, counseling services, and health education programs.

2018-19 Program Highlight, Mental Health First Aid Training

OUHS collaborated with the Department of Mental Health and Substance Abuse to offer Mental Health FA (MHFA) trainings for University faculty and staff. MHFA is an education program with a goal of helping participants better understand mental illness, seek timely interventions and save lives. MHFA participants are trained to identify risk factors and warning signs for mental health/addiction behaviors and how to appropriately refer for help. The opportunity for practice through role-playing helps participants to apply these skills in real-life situations. Three MHFA courses were offered in the Fall and Spring semesters and over 80 faculty and staff were trained with life-saving skills.

Learning outcomes: KA, PC

Key Points

- All participants successfully demonstrated intervention skills and referral resources to help a person in crisis.
- All courses were at capacity with a waiting list of participants. This indicates campus interest and a need to continue to offer this course. OUHS will certify staff to become trainers in the Fall of 2019.

Learning Outcomes

Learning Outcome After receiving information in first year orientation sessions, students will have the knowledge and skills to effectively navigate the health care system.	Use of Results 98 percent of students surveyed responded with the necessary information needed for initiating health care services.	
	Future Planning OUHS will continue to offer its freshman orientation sessions to incoming students.	
	Measurement Evaluation	CAS Domains KA

Learning Outcome Faculty and Staff who participated in Mental Health First Aid training will effectively demonstrate skills to help others in mental distress.	Use of Results All participants successfully demonstrated intervention skills and referral resources to help a person in crisis.	
	Future Planning OUHS offered 3 Mental Health First Aid trainings to faculty and staff reaching over 80 participants. All trainings were filled to capacity. OUHS will increase the number of trainings offered in the next calendar year and train staff to facilitate sessions.	
	Measurement Role Play	CAS Domains KA, PC

Learning Outcome Through participation in stress and time management resources, students will be able to identify barriers to achieving academic success.	Use of Results 100 percent of students were able to voice barriers to academic success and identify resources of support to reach their academic goals.	
	Future Planning OUHS will continue to offer stress and time management resources to the OU community.	
	Measurement Evaluation	CAS Domains KA

Learning Outcome Through encounters with the Health Hut on campus, students will receive information to increase personal health.	Use of Results 85 percent of survey participants felt the health information they received at the Health Hut had helped them better manage their personal health habits.	
	Future Planning OUHS will continue to offer health resources and healthy lifestyle interventions at the Health Hut.	
	Measurement Survey	CAS Domains KA

Program Outcomes

Program Outcome Health Services will increase the number of flu vaccines administered on campus by increasing outreach locations specifically targeting residence halls.	Results Compared to 2016-2017 academic year, OUHS increased the number of flu vaccines administered by 33 percent.	
	Future Planning OUHS will coordinate with the OUHSC College of Pharmacy and Nursing students to increase the number of off-site flu clinics.	
	Measurement Internal Reporting	

Program Outcome OUHS will expand its efforts to increase awareness of safe medication disposal by applying to be an authorized DEA regulated take back site.	Results OUHS received 15.8 pounds of unused/expired medication in its first month of utilization (May 2019).	
	Future Planning OUHS will reach out to populations with targeted messaging about safe disposal methods- particularly residence hall students, Greek housing who are at higher risk of medication loss or theft due to congregate living arrangements.	
	Measurement Internal Reporting	

<p>Program Outcome OUHS will extend its work on increasing mental health awareness programming to student organizations and campus departments on campus.</p>	<p>Results OUHS collaborated with the Athletic Department in the Spring of 2019 to create a mental health awareness event tailored for student athletes.</p>
	<p>Future Planning OUHS will increase its efforts to collaborate with departments and student organizations on campus.</p>
	<p>Measurement Internal Reporting</p>

HENDERSON SCHOLARS PROGRAM

Mission Statement

The mission of Henderson Scholars Program is to competitively select 20 to 25 high seniors enrolling as full time first-year students. These scholars join an intellectual community encouraging them to participate in community service and leadership. Through these activities, the program strengthens critical thinking skills both independently and with their peers regarding a variety of issues on a global scale and within the University of Oklahoma community.

2018-19 Program Highlight, Community Impact

Program Outcome – In 2018-2019, Henderson Scholars Program (HSP) volunteering opportunity allows Henderson Scholars to bond with one another and make more of an impact in the community. Students are encouraged to directly connect with the community through service.

Results Summary – The Henderson Scholars Program has exemplified leadership, academic excellence, and excellent community service. HSP redesigned the focus in which each scholar volunteering in the community could make more of an impact. HSP aimed at making more of direct impact by having the Henderson Scholars chose an agency they would volunteer with for the entire semester or the school year. HSP contribute more than 900 community service hours this academic year in the community. Most common agencies where the Henderson Scholars made an impact were CCFI Boys and Girls Club, and Loveworks. In addition, sixteen other agencies were also impacted.

Key Points

- High school graduates of socio-economic, racial, and ethnically diverse backgrounds create the unique Henderson Scholars Program, developing the next generation of campus and community leaders.
- Henderson Scholars maintain academic excellence in 2018- 2019 with overall grade point average of 3.40.
- The Developing leader's initiative for incoming scholars allowed them to explore their own pathway to leadership.

Learning Outcomes

Learning Outcome Through participation in Henderson Scholars, students will acknowledge their abilities to make a difference and impact the community through social change and civic duties while at OU.	Use of Results Students successfully identified how they can impact their communities. A handout was developed that listed the most common places to make an impact and bring awareness for future scholars.	
	Future Planning Further data will be considered in upcoming years.	
	Measurement OrgSync participant counts, observation, and one-on-one meetings in September.	CAS Domains CC, HCE

Learning Outcome Students will be able to identify two resources with Wellness as a result of a visit from LeQui	Use of Results Students engaged with LeQui Raymond and asked questions about self-care and well-being. The group was able to identify multiple ways to involve themselves in their own personal wellness as well as assist each other.
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Raymond of Fit+Rec: 1. selfcare programs that foster mental and/or physical well-being. 2. Enhancing bonding opportunities amongst the Henderson Scholars.	Future Planning A plan will be developed that provides more bonding and self-care for the future.	
	Measurement OrgSync participant counts, observation	CAS Domains CC, IC, KA, PC

Learning Outcome As a result of meeting with a Career Advisor, Henderson Scholars were able to identify a resource that supports their career readiness.	Use of Results Continue to identify resources Henderson Scholars need to support their career readiness.	
	Future Planning Positive personal branding program for Fall.	
	Measurement Surveys from OrgSync	CAS Domains CC, KA, PC

Program Outcomes

Program Outcome Introduce Henderson Scholar First-year students to Dr. George Henderson, the program's namesake, outside the classroom to foster conversation and recognition of the importance of the program.	Results Most of the students enjoyed the time socializing with Dr. Henderson and learning more about him, his family, and his academic perspectives.	
	Future Planning Continue this event as long as Dr. Henderson is available to do so.	
	Measurement Observation	

Program Outcome Part I Obstacles and Adversity Activity: First-year students tracked their own personal goal and the obstacles and adversity they had to overcome to achieve their goal.	Results Students practiced identifying and tracking goals.	
	Future Planning This can be turned into a learning outcome in the future with a few small changes in assessment.	
	Measurement Participant counts and observation	

HOUSING AND FOOD SERVICES

Mission Statement

We bring life to the University Community.

2018-19 Program Highlight, Study Nights

Program Outcome – Housing & Food Services will host study nights for high-risk courses (Psychology, Biology, Math, Chemistry) for in an effort to support the retention effort for first year students.

Results Summary – In the collaborative effort with University College – Action Tutoring and the College of Arts and Sciences Math Center, OU Housing & Food Services offered study nights prior to exams of high-risk courses such as Psychology, Biology, Math, and Chemistry. We have identified that they are classes with high drop/fail/withdraw rate for first year students. In summary, Housing & Food Services hosted 40 study night sessions for the previously-mentioned subjects during the 2018 – 2019 academic year, with the total attendance number of 5,515 students.

Key Points

- Housing and Food Services hosted 40 study night sessions for high-risk courses
- The total attendance was 5,515 for the 2018 – 2019 academic year.

Learning Outcomes

Learning Outcome Through participation of the Inclusive Language Presentation(s), participants were able to identify at least two distinctions between impact and intent.	Use of Results All participants were able to accurately identify at least two specific distinctions between impact and intent.	
	Future Planning Specific responses are used as examples for future presentation. This serves as a baseline knowledge for future programs to ensure students' learning opportunities are accurately scaffolded and sequenced.	
	Measurement Post Test	CAS Domains HCE, IC, ID, PC

Learning Outcome Through participation of the Inclusive Language Presentation(s), participants were able to list three ways to be an active bystander.	Use of Results All participants were able to list at least three specific strategies to be an active bystander.	
	Future Planning Specific responses are used as examples for future presentation. This serves as a baseline knowledge for future programs to ensure students' learning opportunities are accurately scaffolded and sequenced.	
	Measurement Post Test (Application Card)	CAS Domains HCE, CC, ID, PC

Learning Outcome Through participation of the Creating Your Own Development, participants were able to better assess their experience at the initial stage in their graduate program.	Use of Results All participants were able to assess their experience at the initial stage in their graduate program based on a research on Graduate Experience at MIT.	
	Future Planning Specific responses are used as examples for future presentation. Participants were able to compare their results to the national average numbers in order to accurately assess their needs and progress.	
	Measurement Survey/Pre-Test	CAS Domains CC, IC, ID, KA, PC

Program Outcomes

Program Outcome At least 20 percent of Housing & Food Services event focused on academic engagement	Results 39.67 percent of Housing & Food events focused on academic engagement	
	Future Planning Housing & Food Services will continue to collaborate with other academic campus partners to promote on-campus resources as well as creating educational opportunities and tools for students to utilize and push through their academic momentum points.	
	Measurement Internal Reporting	

Program Outcome Housing & Food Services increased awareness and student usage of the SafeWalk program by 15 percent	Results Students increased their usage of the SafeWalk program by 61 percent	
	Future Planning Housing & Food Services will continue to promote the Safewalk program as an available resource for students to utilize.	
	Measurement Internal Reporting	

Program Outcome Housing & Food Services increased their 1-on-1 student interactions with paraprofessional staff member to at least 75 percent through intentional interactions	Results Overall, Residence Life increased their 1-on-1 student interactions with paraprofessional staff members to 89 percent on average.	
	Future Planning Housing & Food Services will continue to tailor the process of intentional interactions in order to better assess residents' needs to provide intervention strategies and connect students to resources.	
	Measurement Internal Reporting	

HSC STUDENT AFFAIRS

Mission Statement

The mission of HSC Student Affairs is to enrich students' academic experience by building a diverse and inclusive community, supporting emotional, intellectual and personal growth, facilitating professional development and providing guidance toward a professional health career.

2018-19 Program Highlight, University Village Apartments (UVA)

Program Outcome – The UVA is managed by The University of Oklahoma Health Sciences Center Student Affairs team. Established in 2002, the UVA continues to experience 95 percent or higher occupancy throughout the year. With 138 tenants from our student, staff and faculty population on the Oklahoma City campus, the University Village Apartments continue to be a popular, comfortable place to call home.

Results Summary – Located in the heart of the OU Health Sciences, the UVA residents include students, staff, and faculty from the seven health professional colleges and the Oklahoma City OU MBA program. The UVA is committed to supporting the academic experience through community and intentional programming efforts. The on-campus apartments connect residents and their support systems through a series of events designed to enable students to feel comfortable and part of the community. Prompt, thorough, and professional maintenance responses achieve a high standard of student living. From events celebrating different cultures and holidays, to ensuring students have a satisfactory living experience, the UVA takes priority in the wellness of the individuals who call OUHSC *home*.

Key Points

- 98.57 percent of responding participants stated they were satisfied with living in the University Village Apartments.
- 95.71 percent of responding participants stated they were very satisfied with living in the University Village Apartments.
- 98.57 percent of responding participants stated they would recommend living in University Village Apartments.
- When asked, “how well would you rate your general safety at the University Village?”, 97.14 percent of responding participants selected “excellent” and “very satisfied.”
- 100 percent of responding participants that experienced maintenance issues stated that the maintenance issues were repaired to their level of satisfaction.
- 75.08 percent of responding participants that experienced maintenance issues stated that the maintenance issues were repaired within at least two business days.
- When asked to share any other comments regarding the University Village students stated...
- “[UVA staff] are always there to help out when my roommate and me need it. They are punctual and care for the residents staying here. They made my move easy and not a stressful time.” - HSC student
 - “Love it. Best apartment I’ve ever lived in.”
 - “[UVA staff] is incredible. They constantly go above and beyond to know the residents personally, and I know I can trust them totally to handle any problem that comes up. They add so much to the Village experience!”

Learning Outcomes

Learning Outcome As a result of the leadership book club, Read and Lead, students, faculty and staff had the opportunity to connect with people from different disciplines across the campus.	Use of Results Throughout the year, the Read and Lead Book Club had participants from the staff, faculty and student population participate and engage in discussion regarding leadership development.	
	Future Planning Strategies for increased engagement will be identified such as a co-programming with campus partners and student recommendations for books. With increased diversity, the goal is to expand tolerance and understanding of individuals that have a different experiences and specialties.	
	Measurement Observation, Self-Report	CAS Domains CC, HCE, IC, ID, KA, PC

Learning Outcome Students ascertain contact information for primary services on campus and HSC events by reading the HSC Daily News.	Use of Results As a result of the redesign of the HSC Daily News in Fall 2018, 48.87 percent of students stated that they heard about extracurricular programs on campus by reading the emails. The student focus group stated that they were more likely to read the HSC Daily News after the re-formatting.	
	Future Planning The HSC Daily News developing team will continue to gather student feedback via focus groups and survey methods to continue the satisfaction of content and visual appeal.	
	Measurement Focus Group, Survey	CAS Domains HCE, IC, KA

Learning Outcome After an intake counseling session with HSC Student Counseling Services, students felt satisfied with their experience.	Use of Results 80.57 percent of student that completed the Student Satisfaction Survey and had utilized Student Counseling Services (SCS) stated that they strongly agreed or agreed with the statement "I found my initial contact with SCS satisfactory."	
	Future Planning It is vital that students have a positive first experience with Student Counseling Services in order to gain student trust and commitment. HSC SCS and the Intentional Wellness Program will continue to create satisfactory first impressions through outreach, evaluation and programming.	
	Measurement Survey	CAS Domains CC, HCE, IC, ID, KA, PC

Program Outcomes

Program Outcome Student organizations that requested funding have 90 percent completion rate with the registration, by-laws and signature sheet turned in by the deadline.	Results In the funding cycle, 95% of student organizations requesting funding completed registration before the deadline.
	Future Planning In 2019, a Staff and Faculty Advisor training will be conducted in order to communicate Advisor's role and reiterate the funding guidelines to ensure proper use.
	Measurement Document Analysis
Program Outcome HSC Intramural (IM) Sports increased by at least 15 percent throughout the academic year by adding more IM Sports opportunities for students.	Results With additional IM events and games, AY18 reflected a 42.7 percent increase in total amount of overall student engagement.
	Future Planning IM Sports will continue to expand and adjust to fit the needs of current students.
	Measurement Software Tracking
Program Outcome HSC Student Affairs collaborated with the student leaders in order to create engaging posts on the social media platform, Instagram, to increase the visibility of HSC Student Affairs events and resources.	Results As a result, the HSC Student Affairs Instagram account received a 25 percent increase in followers throughout the 2018 fall and 2019 spring semesters.
	Future Planning Relevant and meaningful social media posts will connect with a population of current and prospective students that might not have been reached otherwise. Through continued student feedback, HSC Student Affairs will adjust social media plans in a fast-moving, yet strategic method.
	Measurement Social Media Statistics
Program Outcome HSC Student Union - Through the initial phase of purchasing conference and user devices, instead of leasing, estimated lifetime costs for facility assets will decrease for a combined total of the cost of one individual asset.	Results Total Initial Cost: Reduced by \$216.01 (↓ 28.84 percent decrease in cost from leasing phase strategy). Collectively, increase in savings is 44.2 percent beyond the cost of an entire additional asset.)
	Future Planning The new OU Computer Standardization policy directly emulates the goals already set by the HSC Student Union, enabling the continued cost-saving efforts by limiting and streamlining the computer purchasing process. Leasing on all machines would be phased out by end of 2020. Strategic asset reduction and consolidation will complement the cost-savings.
	Measurement Document Analysis

LEADERSHIP AND VOLUNTEERISM

Mission Statement

The mission of Leadership and Volunteerism (L&V) is to empower students to become effective leaders and active community members through participation in varied experiences, programs and services. Leadership and Volunteerism (L&V) provides educational programming and opportunities for students to “make a difference.” Through numerous programs and activities, L&V helps students further develop their leadership skills, assists with personal growth through student learning and connects students to volunteer opportunities in the local community and beyond.

2018-19 Program Highlight, The Big Event 2019

Program Outcome – The 20th Anniversary of The Big Event held in 2019 had the largest impact to date with over 6,000 volunteers from all three OU campuses in Oklahoma saving local nonprofits more than \$600,000 in labor costs. OU is in the top three nationwide in number of participants, among more than 95 Big Events across the U.S. The yearlong event planning team consists of 120 students that serve on the Executive Committee and Operations Staff. These students participate in leadership development and smaller community service projects throughout the year leading up to the day of The Big Event.

Results Summary – The first Big Event was organized at Texas A&M University in 1982 by students who recognized the importance of service. The Big Event at OU was launched in spring of 1999, when more than 1,400 volunteers gathered to help our community, despite the freezing temperatures. Each year, an ever-increasing number of OU community members volunteer to demonstrate their dedication to bettering the lives of others.

Key Points

- This is the second year that OU Alumni Clubs, including a group of Norman alumnae, have organized their own Big Event in their respective cities.
- This year, we had 12 alumni clubs participate, which totaled over 150 volunteers.
- This was also the first year that the OU Football team participated in The Big Event. They hosted over 75 members of the Norman Boys & Girls Club for dinner, positive speeches from team leaders, and a field day.

Learning Outcomes

Learning Outcome As a result of participating in one or more leadership programs (Read & Lead, Leadership Nuggets, and Impact+), 90 percent of respondents shared at least one way they have incorporated the message of one of the books or programs into their life, work or school experience.	Use of Results Participant survey comments were reviewed.	
	Future Planning This information will assist with planning for next year's programming and provide support for future funding requests.	
	Measurement Qualtrics Survey	CAS Domains CC, IC, ID, KA, PC

Learning Outcome As a result of participating in Leader	Use of Results Participant survey comments were reviewed.
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Summit and completing a participant survey, 100 percent of the 129 respondents shared at least one lesson they learned via their attendance as well as described the speaker that had the most staying power for them and why.	Future Planning This information will assist with planning for next year's Leader Summit and provide support for future funding requests	
	Measurement OrgSync Survey	CAS Domains CC, IC, ID, KA, PC

Learning Outcome As a result of completing the Value Based Leadership Virtue assessment, PCS students were able to identify at least one of their personal strengths and understand how it affects their leadership style.	Use of Results This information helps PCS leadership to understand the impact of this tool and to create a sense of self awareness in the students as they continue to develop as leaders.	
	Future Planning PCS will continue to complete an assessment tool such as this	
	Measurement In-person Verbal Survey	CAS Domains IC, ID

Learning Outcome Through participation in the OrgSync online community service hour tracking system, participants were able to reflect on their volunteer experiences and articulate three learning outcomes.	Use of Results The learning outcomes identified, and reflections given reinforced the importance of volunteerism as a critical component of a student's wholistic learning experience and personal development.	
	Future Planning These learning outcomes and quotes taken from students' reflections will be used to encourage other students who are considering participating in community service efforts.	
	Measurement OrgSync service participation self-reporting	CAS Domains CC, IC, ID, KC, PC

Program Outcomes

Program Outcome Through increased programming awareness with our PCS community, a one-day Tulsa field trip opportunity was created for our students to attend and participate in. There was 90 percent participation.	Results 90 percent of PCS students participated in the trip to Tulsa while learning about community enhancements throughout our state and creating a bond between one another.	
	Future Planning Next year, PCS will be challenged to re-create yet another exciting experience that involves service and leadership growth opportunities.	
	Measurement Verified participation with OrgSync attendance	

Program Outcome 95 percent of PCS students participated in the Big Event 2019	Results 95 percent of PCS students participated in the Big Event 2019
	Future Planning PCS leadership will request to work at Roosevelt Elementary School again next year as one large group.
	Measurement Verify Attendance

Program Outcome 400 students will register for Leader Summit 2018 via an improved registration process.	Results With limited publicity, registration capacity of 400 students signed up and paid the registration fee for Leader Summit 2018. OrgSync registration assisted with ease and accurate record keeping. Students registered online and picked up their shirt in the L&V office.
	Future Planning The registration process will continue to be improved and connect the L&V team with students and reinforce buy-in in order to increase growth in the number of participants showing up on Summit day.
	Measurement Registration records and attendance

Program Outcome At least 20 percent of leadership program participants (Read & Lead, Leadership Nuggets, and Impact+) participated in more than one of these offerings - demonstrating commitment and impact from the various delivery models.	Results Goal met; 21 percent of the program participants responded to the survey. From the 52 respondents, 69 percent had participated in 2 or more programs. Ten participants participated in 3 or more; 6 participants participated in 4 or more; 6 participants participated in 5 or more and 1 participated in all 6 programs.
	Future Planning We will be looking for ways to increase student involvement in the leadership programs as we prepare for the fall semester. Staff and faculty growth has continued with a new Wellness initiative in Read & Lead, however, we'd like to see more students participating in the casual and engaging approach to leadership learning.
	Measurement Attendance records and survey results/comments

Program Outcome Through participation in the PCS program, these students will be more knowledgeable about service opportunities and be more involved in community service efforts.	Results PCS students reported over 12,500 hours completed. 33 of 118 students preformed over 30 service hours.
	Future Planning Through weekly volunteer opportunities in an email newsletter, students should be able to increase their awareness to 90 percent.
	Measurement Verified Survey results

<p>Program Outcome The Big Event more than doubled their global impact.</p>	<p>Results The Big Event grew from 2 international events in 2018 to 10 in 2019.</p>
	<p>Future Planning The success of this initiative will lead to further partnerships with other global study abroad locations. In addition, it encourages students to connect to the local community where they are studying abroad and accomplishes our mission to empower students to become effective leaders and active community members.</p>
	<p>Measurement Verify attendance records</p>

<p>Program Outcome The number of students participating in the Student Heroes student organization increased by more than 50 percent.</p>	<p>Results Student Heroes was started in August 2017 with 10 members and 3 projects. In 2018-2019, there were over 200 members and 20 service and research projects.</p>
	<p>Future Planning We anticipate Student Heroes to continue to grow. As it is having only completed its second year, we expect more changes and improvements to be made as we gather feedback from members.</p>
	<p>Measurement Verify attendance records</p>

OKLAHOMA MEMORIAL UNION

Mission Statement

The mission of the Oklahoma Memorial Union is to support the academic growth of students by enriching the university community through programs and services, building an inclusive community, and providing a clean, safe, and welcoming facility for diverse, campus life experiences to occur.

2018-19 Program Highlight, OMU Virtual Booking

Program Outcome – By implementing the OMU Virtual Booking platform, at least 70 percent of new student bookings will be made online.

- Measurement: Booking Queries
- Results: 74 percent of newly created student events held at the Union were booked using the OMU Virtual Booking platform.

Results Summary – In an effort to make the booking of space at the Oklahoma Memorial Union more streamlined, the OMU staff implemented the OMU Virtual Booking platform in October of 2018. This system provided students, faculty, and staff with the ability to book their own spaces in an entirely online, self-service platform. The online booking system presents the user with information on available spaces as well as costs for catering and equipment. Users are able to select exactly what they desire and can submit booking requests 24 hours a day. In the 2019 NASPA Consortium Student Union benchmarking survey, 90 percent of student respondents indicated that availability of lounge and meeting room space at the student union was important to them. The OMU Virtual Booking platform allows OU students and employees the ability to view these available spaces and quickly make their booking selection. Individuals, today, are accustomed to immediate processing of requests (e.g. online shopping and meal delivery platforms); the OMU Virtual Booking system has allowed the Oklahoma Memorial Union booking process to remain current in its processes for clients.

Key Points

- 697 new student accounts were created.
- 2,361 virtual booking reservations made in 2018-2019
- Provides access to book space at the Oklahoma Memorial Union 24 hours a day.
- Account holders are able to view all of their current bookings at the Oklahoma Memorial Union.

Learning Outcomes

Learning Outcome Through their employment at the Oklahoma Memorial Union, 63 percent of student employees reported improvement in at least one skill that will be useful in their future endeavors.	Use of Results 87.5 percent of respondents indicated they would use skills they learned after college. The difference between this number and the usefulness for their future endeavors needs to be addressed.	
	Future Planning The OMU staff will work to create more individualized development plans for student employees. This will allow for further skill development of each student employee in areas they prefer.	
	Measurement Survey	CAS Domains CC, ID, KA, PC

Learning Outcome After completing the Union Programming Board Executive Director online	Use of Results The online training was implemented to give UPB executive directors a base knowledge of common practices. Each training module had a post-test over the material. Scores allow the UPB staff to see which students need to be further trained in specific areas.
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orientation training course, 96 percent of students were able to correctly explain leadership and event policies and practices at a 92 percent or better rate.	Future Planning The online training will continue to be updated on a semester basis to provide the most relevant and correct information to incoming executive directors.	
	Measurement Course Tests	CAS Domains CC, ID, KA, PC

Learning Outcome 72 percent of student respondents stated that they were able to connect with new students through activities and options offered at the student union.	Use of Results The national benchmarking survey polled a random selection of current OU students. The current state of programming and spaces at the Union allows for a high interpersonal connection rate for students.	
	Future Planning Additional collaborative spaces can be created, and even more inclusive programs will be hosted in the Union to increase the percentage of students that are able to connect with other students in this building.	
	Measurement Benchmarking Survey	CAS Domains HCE, IC

Program Outcomes

Program Outcome The Oklahoma Memorial Union will satisfy the needs of at least 80 percent of student respondents.	Results After completing the Student Union NASPA Consortium for Student Unions & Programs survey, 92.1 percent of respondents indicated satisfaction with the student union.	
	Future Planning The benchmarking survey has more specific areas of satisfaction that contribute to the satisfaction rating (vendor variety, entertainment options, etc.). Future years will focus on these areas to increase the overall satisfaction rate even higher.	
	Measurement Benchmarking Survey	

Program Outcome The Union Programming Board will increase the number of events hosted as part of the afternoon, "UPB Hour" series by 15% from the previous year.	Results There were 85 total events as part of the UPB Hour afternoon event series in the 2018-2019 year, a 136 percent increase from the previous year.	
	Future Planning The current strategy will be retained for the future year, while adding additional, novel afternoon events. This should allow for a small growth in the number of programs presented in 2019-2020.	
	Measurement Program reports	

Program Outcome By implementing the OMU Virtual Booking	Results 74 percent of newly created student events held at the Union were booked using the OMU Virtual Booking platform.	
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platform, at least 70 percent of new student bookings will be made online.	<p>Future Planning</p> <p>The Oklahoma Memorial Union will continue to analyze ways in which it can create online systems to streamline processes for its staff and clients. A goal of 80 percent of new student bookings via the OMU Virtual Booking system has been made for the 2019-2020 year.</p>
	<p>Measurement</p> <p>EMS Queries</p>

<p>Program Outcome</p> <p>Through quality customer service, the Oklahoma Memorial Union will achieve at least a 95 percent overall customer satisfaction rate.</p>	<p>Results</p> <p>100 percent of customers surveyed after their events indicated they were satisfied to highly satisfied with the service provided by the union reservations team. This is a 6.9 percent increase from FY 18.</p>
	<p>Future Planning</p> <p>After having achieved 100 percent overall satisfaction, we will begin to focus on smaller aspects of the customer experience to ensure that each area is at the level of the overall experience. In the future years, specific outcomes will focus on A/V capabilities and cleanliness.</p>
	<p>Measurement</p> <p>Survey</p>

OU-AREZZO, ITALY STUDENT AFFAIRS

Mission Statement

The mission of OU in Arezzo Student Affairs is to provide resources, support and services to OU students during their study abroad program and to offer cultural opportunities that will enrich their international experience.

2018-19 Program Highlight

Program Outcome – Semester students became involved with outreach programs with peers in Arezzo during the study abroad program.

Results Summary – OUA Student Affairs staff members took a group of semester students to the local branch of the University of Siena to see the campus and meet some of their peers. This gave the students a real idea of what Arezzo can offer them during their time here and how the UNISI campus is similar in many ways to other universities in Europe and in the USA. After the encounter, the participating students reported that it was interesting to note the features on campus that were similar and the general atmosphere of the campus which they noted as quite different from OU campuses.

Key Points

- Newly arrived students tend to stay within their 'urban comfort zone' so when they were taken to the campus of the local university, they were happy to notice some similar and some different aspects of university life in Arezzo.

Learning Outcomes

Learning Outcome As a result of participating in the Student Advisory Council (SAC) at OU in Arezzo, students initiated and planned two community outreach initiatives per semester.	Use of Results Tracking the student involvement in the planning and implementation of initiatives helped staff assess and revise planning and organization processes.	
	Future Planning OU in Arezzo staff will continue to propose different types of outreach initiatives during the semesters to encourage involvement on the part of the students and foster further integration within the local community.	
	Measurement Attendance Tracker, Self-Report	CAS Domains HCE, IC, ID

Learning Outcome Through voluntary participation in the internship program, students fostered mutually beneficial relationships with professionals in the Arezzo community.	Use of Results Tracking attendance, progress reports and a final presentation allowed students several forums to assess the progress of his/her internship and relate the experience and learning to his/her future professional path.	
	Future Planning OU in Arezzo staff will seek out and expand professional internship opportunities for interested semester students.	
	Measurement Self-Report, Attendance Tracker, Surveys	CAS Domains CC, KA

Learning Outcome Through voluntary participation in the outreach programs,	Use of Results Tracking international student's involvement in the planning and implementation of outreach initiatives helped staff assess and revise planning and organization processes.
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OUA's international students fostered mutually beneficial relationships with others in the Arezzo community.	Future Planning OU in Arezzo staff will continue to propose different types of outreach initiatives during the semesters to encourage involvement on the part of all semester students and foster further integration and diversity within the local community.	
	Measurement Attendance Tracker, Self-Report,	CAS Domains HCE, IC, ID

Learning Outcome Students showed an understanding and new analysis of the interconnectedness of Italian and American cultural components and principles.	Use of Results OUA staff displayed a bulletin board in area in the common areas of the Rooney Family Center where of community events were posted, tips and tricks for living abroad and observations about the various cultures were displayed.	
	Future Planning OU in Arezzo staff will continue to focus on cultural similarities within the communities that OUA students may encounter.	
	Measurement Attendance Tracker, Self-Report, Observation	CAS Domains CC, HCE, IC, ID, KA, PC

Learning Outcome As a result of participating in Conversation Spaces at OUA, students participated in a focus group on issues of diversity and inclusion within the Arezzo community.	Use of Results The creation of this new community-building program by OUA staff increased the opportunities for semester students to discuss topics and share perspectives with others in the OUA community.	
	Future Planning OU in Arezzo staff will focus on diversity within the communities that OUA students may encounter abroad and will provide forums for diversity issues to be examined in the new environment and discussed in familiar and comfortable settings.	
	Measurement Self-Report, Attendance Tracker, Surveys	CAS Domains CC, HCE, IC, ID, KA, PC

Program Outcomes

<p>Program Outcome The Student Activities Council (SAC) offered opportunities for semester students to demonstrate effective leadership while on-site in Arezzo.</p>	<p>Results The reorganization and diversification of SAC leadership roles encouraged more incoming semester students to apply for SAC leadership positions during the first week of orientation.</p>
	<p>Future Planning OU in Arezzo staff will advise the SAC membership in forming participatory committees that focus on the programs, initiatives and outreach ideas proposed by SAC members during their first few meetings.</p>
	<p>Measurement Surveys, forum discussion sessions</p>

<p>Program Outcome The expansion of internship opportunities in or near Arezzo offered more opportunities for students to experience various professional settings.</p>	<p>Results The internship in-class sessions were modified to include feedback formats that could allow for more frequent exchanges between students and OUA staff about the internship and the student's progress.</p>
	<p>Future Planning OUA staff will seek to better assess and manage students' expectations related to the varied aspects of the internship experience via programmed surveys, discussion forums and direct meetings between internship supervisors and students.</p>
	<p>Measurement Surveys, forum discussion sessions</p>

<p>Program Outcome Semester students became involved with outreach programs with peers in Arezzo during the study abroad program.</p>	<p>Results 60 percent of the OU in Arezzo semester students participated voluntarily in outreach initiatives (Pizza Cook-off, class visits, Language Exchanges, Family Meals programs).</p>
	<p>Future Planning OU in Arezzo staff will seek out additional venues to increase the number of local community members who would like to engage with semester students.</p>
	<p>Measurement Self-Report, Surveys</p>

<p>Program Outcome OU in Arezzo Student Affairs staff sought to better manage students' expectations related to the varied aspects of the study abroad experience.</p>	<p>Results The flow of information to incoming semester students improved. Students and staff were better able to manage and synchronize expectations.</p>
	<p>Future Planning OU in Arezzo staff will improve communication and utilize preferred student media venues to provide important information to incoming semester students.</p>
	<p>Measurement Surveys, forum discussion sessions</p>

<p>Program Outcome Student employee training will include a more detailed description of emergency response protocols.</p>	<p>Results OU in Arezzo staff gave more detailed information about protocols for emergency situations which increased student employee's preparedness and ability to assist on-site staff.</p>
	<p>Future Planning OU in Arezzo staff members will continue to evaluate student employee performance outcomes to improve and modify training sessions.</p>
	<p>Measurement Surveys, forum discussion sessions</p>

OU-TULSA STUDENT AFFAIRS

Mission Statement

The mission of OU-Tulsa Student Affairs is to provide resources and opportunities, unite a diverse student population, respect each student's experience and goals, and enhance the development of the whole student.

2018-19 Program Highlight, OU-Tulsa Cousins Norman Experience Trip

Learning Outcomes

- 75 percent of trip participants will experience their first event showcasing either Native American or African American culture.
- 100 percent of trip participants will indicate an enhanced level of cultural competency as a result of their experience.

Program Outcomes

- 50 percent of Spring 2019 OU-Tulsa Cousins members will attend the Norman Experience trip.
- 75 percent of trip participants will indicate a desire to attend a similar event in the future.

Summary - On March 30, 2019, OU-Tulsa Student Affairs staff transported twelve students to the Norman campus to attend the NASA Spring Powwow and the BSA Stompdow. All participants were registered members of the OU-Tulsa Cousins program. American students and international students attended, including students from India, Pakistan, Syria, England, Croatia, and the Philippines. OU-Tulsa Student Affairs coordinated with the Student Life department in Norman to develop a program agenda designed to expose participants to Native American and African American cultures, respectively, and accomplish other critical outcomes.

The experience in Norman began with eating lunch on Campus Corner. Following lunch, students were escorted to Lloyd Noble Arena to begin observing the Powwow. The variety of vendors, displays, artifacts arranged in the concourse of the arena, combined with the elaborate and beautiful songs and dances performed on the court, created an atmosphere that enabled participants to submerge themselves in a long-standing and beautifully orchestrated Native American ceremony. Unfortunately, given the timeline of our schedule, participants had to depart the Powwow early to ensure on-time arrival at the Stompdow.

The experience at the BSA Stompdow at McCaslin Fieldhouse was immensely profound. Trip participants were treated to an annual OU tradition, but more importantly to a powerful, energetic, and authentic display of African American culture. The impact of the Stompdow on our students was immediately noticeable, and ultimately reflected in the survey feedback.

Upon returning to Tulsa, surveys were administered seeking to measure the overall effectiveness of the event towards reaching its stated goals. This event, and the OU-Tulsa Cousins program as a whole, was designed to expose students to new cultures and accomplish the university's mission of fostering a diverse and inclusive campus climate. Specifically, students were asked how effective this trip was in exposing participants to new cultures, fostering an environment conducive to relationship building and experience sharing, and enhancing cultural competency. Overall, responses indicated that students benefited greatly from this opportunity. The majority of the objectives were met or exceeded, and valuable experience was gained from which to develop even more impactful programs in the future. Perhaps the event's impact can best be summarized by one participant's direct response, stating, "I really enjoyed the whole trip. I thought that lunch, the campus tour, the Stompdow, and the powwow was great! It definitely opened my eyes to different cultures, and helped me appreciate the different ways that people express themselves."

Key Points

- The OU-Tulsa Cousins Norman Experience trip was an opportunity for students from all over the world to travel together and observe programs reflecting cultures different from their own.

- 85.71 percent of Norman Experience participants experienced their first exposure to events showcasing either Native American or African American cultures.
- 100 percent of participants either agreed or strongly agreed that the Norman Experience event provided an environment that fostered relationship building between students of different backgrounds.
- 71.43 percent of participants indicated their respective cultural competency was enhanced.
- Over 50 percent of OU-Tulsa Cousins members RSVP'd to attend this event, but only 38percent of members actually showed up to participate, indicating a need for Student Affairs to more effectively communicate with and engage students prior to departure to ensure maximum participation and effectiveness.
- 100 percent of participants indicated a desire to participate in similar culturally significant events in the future.
- Due to an unforeseen and unintended scheduling conflict, participants were unable to experience the most significant portions of the Powwow, resulting in an outcome that can be even more successful in the future. OU-Tulsa Student Affairs will continue to collaborate with the Student Life department in Norman to generate important opportunities for impactful programming.

Learning Outcomes

Learning Outcome 75 percent of attendees of the Academic Health Plan (AHP) Lunch & Learn event reported an increased understanding of their student insurance coverage.	Use of Results 100 percent of participants surveyed indicated that the event successfully enhanced their understanding of their student insurance plan and coverage.	
	Future Planning Survey feedback was analyzed by Student Affairs to discern that having AHP on campus was beneficial for students to reduce confusion and increase knowledge of the complex healthcare system. Student Affairs will continue to host AHP representatives on campus on a regular basis.	
	Measurement Survey	CAS Domains CC, KA, PC

Learning Outcome Nearly 75 percent of OU-Tulsa Cousins Norman trip participants experienced their first event showcasing either Native American or African American culture.	Use of Results 85.71 percent of participants experienced their first exposure to events showcasing either Native American or African American culture.	
	Future Planning Student Affairs will continue to develop events for the OU-Tulsa Cousins program that exposes students to populations and cultures they have not previously experienced.	
	Measurement Survey	CAS Domains HCE, IC, ID, KA

Learning Outcome 100 percent of OU-Tulsa Cousins Norman trip participants indicated an enhanced level of cultural competency as a result of their experience.	Use of Results 71.43 percent of participants indicated their respective cultural competency was enhanced.	
	Future Planning While a large percentage indicated enhanced cultural competency, the number still short of the goal. As a result, Student Affairs will research ways to better associate future Cousins programs with aspects that will enhance cultural competency.	
	Measurement Survey	CAS Domains HCE, IC, ID, KA

Program Outcomes

<p>Program Outcome Over 50 percent of students participating in Sooner Standard will register the 25 hours needed to qualify for the Sooner Standard cord at Convocation.</p>	<p>Results 72 percent of participating students completed at least 25 hours.</p>
	<p>Future Planning Data was analyzed by Student Affairs to further engage students in volunteer efforts on campus and within the community. To increase completion rates during the 2019-2020 academic year, participating students will be contacted by Student Affairs staff if they have not completed the minimum number of hours prior to the deadline.</p>
	<p>Measurement Survey</p>

<p>Program Outcome Increase student satisfaction with Career Services programming by at least 10 percent compared to the previous year.</p>	<p>Results 86 percent of students that utilized Career Services reported satisfaction with the services provided, an increase of 14percent.</p>
	<p>Future Planning These numbers indicate that Career Services programming is effectively meeting the needs of the students. With an effective structure in place, Student Affairs plans to dedicate additional resources to promoting Career Services to the OU-Tulsa student population.</p>
	<p>Measurement Survey</p>

<p>Program Outcome Increase student satisfaction regarding access to Counseling Services by 50 percent compared to the previous year.</p>	<p>Results 34.4 percent of students indicated satisfaction with access to Counseling Services, an increase of 75percent.</p>
	<p>Future Planning Steps taken to improve the scheduling system and ease of access for OU-Tulsa students have resulted in a noticeable improvement and a path forward for continued progress. While progress has been made, additional steps will be taken to further improve student satisfaction related to OU-Tulsa Counseling access and quality of service.</p>
	<p>Measurement Survey</p>

<p>Program Outcome At least 50 percent of Spring 2019 OU-Tulsa Cousins members will attend the Norman Experience trip.</p>	<p>Results 38 percent of members attended the trip, despite a registration rate greater than 50percent.</p>
	<p>Future Planning While the desired percentage was not achieved, Student Affairs has identified the need for a more robust communication plan for students that register for events that require travel. Student Affairs will communicate more intentionally with students and engage the students prior to departure to ensure maximum participation.</p>
	<p>Measurement Survey</p>

<p>Program Outcome At least 75 percent of OU-Tulsa Cousins Norman Experience trip participants will indicate a desire to attend a similar event in the future.</p>	<p>Results 100 percent of participants indicated a desire to attend a similar culturally significant event in the future.</p>
	<p>Future Planning This feedback clearly indicates a high level of effectiveness for this program's ability to engage participants and create interest in future opportunities. Student Affairs will research and coordinate future opportunities for OU-Tulsa Cousins members to travel to different regions and experience new and different cultures.</p>
	<p>Measurement Survey</p>

SAFERIDE-STUDENT AFFAIRS

Mission Statement

The mission of SafeRide is to offer University of Oklahoma (OU) students, while actively enrolled with the university, safe, confidential and free transportation Thursday, Friday, and Saturday evenings.

2018-19 Program Highlight, Free SafeRide Airport Transportation

Results Summary – SafeRide provided free student shuttle service to and from the Will Rogers World Airport during the Thanksgiving and winter break holidays. By offering an alternate method of transportation, students were able to save on travel costs and meet their travel demands, even without a personal vehicle.

Key Points

- SafeRide partnered with OU Parking and Transportation Services to provide shuttle service between the Lloyd Noble Center and the Will Rogers World Airport during peak student travel times such as holidays.
- The SafeRide airport shuttle provided 300 rides over 4 days during the following periods: November Thanksgiving Holiday and December Move-Out/Winter Break.

Program Outcomes

Program Outcome SafeRide will increase ridership because students will have more knowledge of the OU Innovate app and will be more familiar with SafeRide's transportation provider, Airport Express.	Results For FY19, SafeRide provided 4,120 rides for 9,581 riders. For FY18, SafeRide provided 3,202 rides with 9,595 riders. This was a 28.7 percent increase in individual rides and a .001 percent decrease in the number of riders.
	Future Planning With continued use of Airport Express as the transportation provider, SafeRide was able to increase ridership for FY19. Since OU Innovate will no longer be a supported app for SafeRide, a Request-For-Proposal will be released through OU Purchasing to determine whether SafeRide access can be maintained through an app or if an alternative access needs to be provided.
	Measurement Data system analytics
Program Outcome In addition to the regular on-demand service, SafeRide will operate a shuttle service to the airport, during specified times of the academic year.	Results Over a period of 14 days, SafeRide provided rides to 300 students over the following periods: Move-In, Thanksgiving, Winter Break, Spring Break, and Finals Week.
	Future Planning Due to low ridership, evaluation of the airport service will determine its longevity.
	Measurement Data system analytics

STUDENT LIFE

Mission Statement

The mission of Student Life is to guide students in realizing academic, professional, and personal goals as they progress toward graduation and beyond.

2018-19 Program Highlight, Panhellenic Inclusivity Retreat

Following a racist video of a Panhellenic member going viral in January of 2019, Panhellenic leaders planned and hosted a day retreat for all chapter officer teams focused on inclusion and personal growth. There were 127-chapter leaders present. The retreat featured the “Star Power” activity, chapter planning time, and a panel of Panhellenic members who self-selected into telling their personal stories of marginalization within the community.

Key Points

- 63 Percent of respondents feel “very prepared” to handle a situation or conflict, like a racist comment, within their chapters
- 71 percent of respondents felt the panel of peer comments contributed to their ability to learn about diversity and inclusion
- 91 percent of respondents feel empowered to create change within their chapters

Learning Outcomes

Learning Outcome Through participation in High School Leadership Conference, student leaders were able to equip, empower, and inspire high school students to realize their leadership potential and make a meaningful impact on those around them.	Use of Results 82 percent of participants answered, "a great deal" in response to the statement, "To what extent have you improved your understanding of what it means to be an effective leader?"	
	Future Planning The curriculum built for High School Leadership Conference participants and OU Student Leaders has continued to be improved upon and be centered around being an effective leader. This will allow participants the opportunity to continue to develop these skills in the future and to understand leadership within their communities and independently.	
	Measurement Self-Assessment Survey	CAS Domains CC, HCE, IC, ID, KA, PC

Learning Outcome Through participation in Soonerthon, student leaders were able apply their experiences within CAC Soonerthon to areas outside of these experiences and better understand leadership as a process.	Use of Results 73 percent of participants answered, "strongly agree" in response to the statement, "I have been able to apply my experience with CAC to areas outside of the organization (e.g., class, interviews, work)." 75 percent of participants answered, "strongly agree" in response to the statement, "I realize that leadership is more of a process than a position."	
	Future Planning The information gained from Soonerthon's event was used to prepare students for experiences outside of CAC and to aid students in civic understanding. These results will allow Soonerthon to build up student participants and executive committee members into civically engaged and educated members of society who are prepared for the workforce and lessons life throws at them.	

	Measurement Self-Assessment Survey	CAS Domains CC, HCE, IC, KA, PC
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Learning Outcome Through participation in the Fraternity and Sorority Programs and Services Leadership Retreat, chapter and council leaders were able to build relationships with other Greek students and campus partners.	Use of Results 89 students were able to meet and connect with other student leaders in different Greek councils.	
	Future Planning FSPS will continue to build meaningful, bridge-building programming for cross-council engagement.	
	Measurement Participant Counts / Observation	CAS Domains CC, IC, ID, KA

Learning Outcome Through connecting with the Panhellenic staff, parents and family members of Panhellenic recruitment attendees will feel more confident and comfortable going into Panhellenic recruitment.	Use of Results 98 percent of respondents found summer communication emails from Panhellenic staff "very informative" or "moderately informative."	
	Future Planning Panhellenic staff will continue to create and distribute helpful information to parents and families of potential new members over the summer months.	
	Measurement Survey	CAS Domains ID, KA, PC

Learning Outcome Participants in the Mister and Miss Black OU developed the ability to present themselves in both a professional and creative manner, through the various components of the pageant. i.e. Interviews, Talent, and On-Stage Questions.	Use of Results With the work of the AAPS Office, eight Pageant Participants were able to develop and enlarge culturally competent platforms that reflected their passions with the intention of the opportunity to implement initiatives within the Black Community.	
	Future Planning A file has been developed that will lead us to create a smoother pageant transition next year, in the hopes of creating a better program.	
	Measurement Observation through Mock Interview vs. Actual Interview Overall Pageant Performance	CAS Domains CC, HCE, IC, ID, KA, PC

Program Outcomes

Program Outcome CAC's Soonerthon is working to increase their overall participant registration by creating a new Executive Vice Chair of Finance who	Results CAC Soonerthon has seen a 50 percent increase in registrants, relative to the same time period as the year before.	
	Future Planning Increasing the participant registration by 10 percent, relative to this time last year, has been met and far exceeded already. CAC Soonerthon will continue to utilize the knowledge provided by data and analytics to	

will help increase registration through data and analytics.	educate the community on the event and to improve connection and giving.
	Measurement Counts

Program Outcome Panhellenic Recruitment participants joined organizations that embody their personal values. These values will be known by way of a values assessment facilitated by the Panhellenic team.	Results 65 percent of respondents with "agree" or "strongly agree" that they felt confident in joining a Panhellenic organization that embodies their personal values.
	Future Planning Panhellenic will continue to enhance and develop the values assessment activity and facilitated conversation to assist PNMs in personal development.
	Measurement Survey

Program Outcome The Big XII Conference on Black Student Government was designed to equip students with professional knowledge, networking experiences, mentorship opportunities in order advancement towards the next stage post-graduation.	Results 2/5ths of the academic/leadership/service development awards given out at the Big XII Conference on Black Student Government were given to members of the OU Black Student Association delegation.
	Future Planning Students will plan and coordinate all aspects of the 2020 Big XII Conference for Black Student Governments at the University of Oklahoma for approximately 600 students.
	Measurement Observation and planning meetings for future Big XII Conferences

Program Outcome Latino Programs and Services, along with the student executive planning committee, will increase attendance of the OU Day of the Dead Street Festival by no less than 5 percent, to reach a total participation count of at least 10,500 people. Sponsorship will increase by 100 percent, to reach a funding amount of \$10,000 for the 2018 event.	Results Member attendance during the 2018 event, estimated at 12,000 people, marked an increase of 20 percent from the 2017 festival and 50 percent from 2016. By raising \$10,000 in sponsorship funding, the executive team increased the funding ceiling by 100 percent from the year prior.
	Future Planning As Latino Programs and Services continues to focus on attendance at this cultural event, it becomes vital to engage community partners and external sponsors to increase donations and collaboration efforts. For the 2020-2021 academic year, LPS and the programming committee will increase external sponsorship amount by 100 percent (utilizing 2018's budget as a baseline).
	Measurement Budget Records & Participation Count

<p>Program Outcome OU's Crimson Commitment Program, run by Student Life, will host eight (8) Symposium's during the Fall/Spring semesters to introduce new students to the resources available to them during their academic journey. Crimson Commitment Mentors will engage with their mentees no fewer than five (5) times per semester, either in person or via personal communication (email, phone call, group messaging via OrgSync).</p>	<p>Results Student Life hosted eight (8) symposiums over the 2018-2019 academic year. Crimson Commitment engagement, regarding participation, exhibited a decrease of 85 percent over the course of the academic year (200 students in the first symposium, to 30 students in the last). Crimson Commitment Mentors reported meeting with their students an average of two (2) per semester in person, and once per month throughout the year.</p>
	<p>Future Planning The OU Crimson Commitment Program will increase its monthly symposium average attendance rates by 25 percent (from 60 to 75 attendees) over the course of the Fall semester and its mentor-mentee engagement by 100 percent (5 contact moments per semester, to a total of 10 contact moments per mentee).</p>
	<p>Measurement Participation Count; Self-Reports; Surveys; Observation</p>