



# 2014-2015 Student Affairs Annual Departmental Report

## UCLA Student Affairs Mission Statement

*Student Affairs supports the academic success of all UCLA students, fosters their intellectual, personal, social and professional development in preparation for the entirety of their lives, and contributes to enhancing the quality of campus life, the educational environment, and our students' relationship with the broader UCLA family, including alumni.*

**Instructions:** Please complete all applicable fields as part of the Annual Departmental Report. Refer to the attached instructional document (page 8) for more detailed guidance by Report item.

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### Department

### Department Mission/Vision Statement

## Section I. Service Indicators (Utilization)

*Indicate the total number of visits/contacts that took place within your department/program during the 2014-15 academic year.*

*Please provide any details regarding how visits are defined within the context of your service area (see Instructions section I-A).*

*(Optional) Describe any challenges you were presented with in collecting/calculating utilization information.*

*Specify any patterns in utilization that suggest areas for change or improvement in your department/program (see Instructions section I-B).*

## Section II. Departmental Outcomes and SA Outcome Domains

Please list your department's outcomes and select the **primary** Student Affairs Outcome Domain to which each outcome maps/corresponds. You may indicate an **OPTIONAL** secondary SA Outcome Domain as needed. Additional department outcomes can be included in an addendum titled "Section II-Additional Outcomes" (See Instructions section II-A for additional information).

<b>Outcome 1</b>	<b>Primary SA Outcome Domain</b>	<i>(Optional)</i> Secondary SA Outcome Domain
<b>Outcome 2</b>	<b>Primary SA Outcome Domain</b>	<i>(Optional)</i> Secondary SA Outcome Domain
<b>Outcome 3</b>	<b>Primary SA Outcome Domain</b>	<i>(Optional)</i> Secondary SA Outcome Domain
<b>Outcome 4</b>	<b>Primary SA Outcome Domain</b>	<i>(Optional)</i> Secondary SA Outcome Domain
<b>Outcome 5</b>	<b>Primary SA Outcome Domain</b>	<i>(Optional)</i> Secondary SA Outcome Domain

### **Section III. Results from Assessment Activity**

*Please provide the following information regarding your department's assessment of one outcome.*

**Outcome #:**            **Outcome Description:**

**Context and Rationale:**

*Provide context for why this outcome was chosen to be assessed (see Instructions section III-A).*

**Assessment Methods:**

*Describe the steps taken to assess this outcome. Include information about the method of data collection and analysis, sample, and time-frame (see Instructions section III-B).*

**Narrative of Key Findings**

*Discuss key finding of the assessment activity (see Instructions section III-C). You may attach any accompanying tables/graphs/etc. in a separate addendum titled "Section III- Key Findings Data."*

**Resulting Efforts:**

*Describe how these findings affected your policies or practices. Also, if appropriate, explain how these findings link to your future assessment plans (see Instructions section III-D).*

## Section IV. Constituent Service Questions

*If your department chose to modify the Constituent Service Questions in accordance with the "Allowable Modifications to Questions" provided, please indicate how these questions were reworded in the space provided below (see Instructions section IV-A). If your department did not modify the questions, please indicate "N/A."*

1. The individuals I worked with took the time to understand my needs and concerns.
2. The individuals I worked with interacted with me in a respectful manner.
3. The individuals I worked with provided me with clear instructions regarding next steps or resolved my issue.

### Constituent Service Question Responses:

*Indicate the number of responses collected for each response option:*

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A
Q1.					
Q2.					
Q3.					

### Assessment Methods:

*How was your constituent service data collected? Include information about the method of data collection, sample, and time-frame. Please note if different methods were used to assess each question (see Instructions section IV-B).*

**Narrative of Key Findings and Resulting Efforts:**

*What did you learn about your department's level of service from the Constituent Service Questions? What changes does your department plan to make in the future based on these findings? (see Instructions section IV-C)*



# 2014-2015 Student Affairs Annual Departmental Report Instructions

## Section I. Service Indicators

**I-A.** The purpose of this reporting measure is to gather data that is most representative of the total number of constituents served or point of service visits fulfilled. Remember to include information about where your data comes from (e.g., card swipes, sign-in sheets, office logs, etc.)

**I-B.** When analyzing your data, there are various ways to disaggregate this utilization measure so it is of more direct use to your work. Consider examining your data by service type, quarter, student groups served, etc. to identify patterns or themes that may help your department to make informed decisions going forward.

## Section II. Departmental Outcomes and SA Outcome Domains

**II-A.** There is no set number of required outcomes per department, but it suggested that each department specify between 3-6 outcomes.

Your department has the option of classifying an outcome under one primary Student Affairs Outcome Domain or under both a primary and an alternative secondary Outcome Domain.

As a reminder, it is not required that departments' outcomes map/correspond to all of the Student Affairs Outcome Domains (e.g., All 4 of a department's given outcomes may map to the same SA Outcome Domain).

## Section III. Results from Assessment Activity

**III-A. Context and Rationale:** Link this outcome to the broader mission and goals of your department and the Student Affairs Division. Discuss any stakeholders that are important to consider.

Then, consider and answer the following: Why is it important to assess this outcome? Has your department assessed this outcome before? What did your department wish to glean from this assessment?

**III-B. Assessment Methods:** Describe the process your department took to assess your outcome. Important aspects to highlight include:

- Did you collect new data or use existing data?
- If new data- How did you collect the data?

- Who was included in the sample (students, staff, etc.)?
- How did you analyze the data?

**III-C. Narrative of Key Findings:** Use this space to connect your findings back to the original purpose of the assessment. What did you learn about the outcome you assessed? If this is a qualitative assessment, you might present your data in "themes" or categories. Consider providing exemplar quotes that represent your findings.

If this is a quantitative assessment, describe numerical findings in your own words. You may also choose to attach tables, graphs, or any other visual representation of your data to the report.

**III-D. Resulting Efforts:** Explain how the key findings of your assessment inform your future practices as a department. Do your findings inform a particular service area within your department and/or your overall function? How might you use these findings to make decisions about future areas of assessment?

## Section IV. Constituent Service Questions

**IV-A.** As per the allowable modifications to the Constituent Service Questions (CSQs), certain rewording options are available to departments in order to make these particular assessment questions more applicable to your services.

Please reference Constituent Service Questions Guidance Document at <http://www.sairo.ucla.edu/> for details.

**IV-B. Assessment Methods:** Describe the process your department took to administer the Constituent Service Questions. Consider detailing the following:

- Who was the target sample for these questions?
- Did you administer the CSQs at your point of service?
- Did you administer the CSQs in an end of year survey?

**IV-C. Narrative of Key Findings and Resulting Efforts** What themes and patterns did you find in your data? Did you have higher satisfaction ratings for certain questions? What might differences in responses between the CSQs tell you about your service? What CSQ area will you prioritize moving forward?