

Texas State University-San Marcos  
Administrative and Educational Support Outcomes Assessment

**Year** 2007-2008  
**College/Division** Student Affairs  
**Department/Unit** Dean of Students  
**Program Name/Department** LBJ Student Center  
**Contact** Andy Rhoades/Lanita Legan

**Mission Statement**

The LBJ Student Center facilitates learning and personal development in a comfortable, safe, educational environment, by providing co-curricular programs and services which build a sense of community and celebrate diversity integral to the academic experience.

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**Evidence of Improvement**

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**Outcome Number 1**

Student employees in the LBJ Student Center will learn and demonstrate managerial leadership.

**Method 1**

Employees will be evaluated each semester based on observation and analysis of performance.

**Result 1**

Managerial leadership skills receiving positive evaluation at end of year most frequently were: Shows initiative; ability to solve problems creatively; shows ability to be a good team player; able to effectively manage time; shows good work ethics; able to manage projects well. N=120 student employees

**Method 2**

Rubrics will be used in entrance and exit interviews to determine identified skills and proficiency levels.

**Result 2**

19% of employees do their jobs as "tasks" 31% of employees observe a small amount of discretion over decisions in their jobs 20% of employees practice management skills in their jobs including supervision, delegation, implementation of procedures, and seeing ownership in their involvement in the department 21% of employees have grown into leadership roles, with high level of discretion, leading others and providing input into the full time program 9% have reached a high degree of discretion in leadership and vision as a full fledged team member of the department, seeing an opportunity to have impact on the direction and vision. N=120 student employees

**Action Plan**

A recurring, more formalized staff training program will be developed over the summer of 2008 for implementation at the beginning of fall 2008. Employees will be measured on the Leadership and Student Employment Rubric in September and April of each year.

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**Outcome Number 2**

Student leaders in organizations closely advised by LBJ SC staff will learn and effectively utilize leadership skills.

**Method 1**

Benchmarking survey of organizational president and chartered organization officers.

**Result 1**

Responses from benchmarking surveys indicate the following leadership skills are utilized by this population at a rate above our goal of 5.5 on a 7 point scale: interpersonal competence, intrapersonal competence, collaboration among leaders, collaboration among members, self-knowledge, diverse populations, project and organizational management, principled dissent, problem solving, goal achievement, healthy behaviors, and creating a sense of belonging. N=245 on Greek Survey, N=498 on Student Center Survey, N=60 advised student organizations leaders

**Method 2**

Rubric with identified skills and proficiency levels will be used in ongoing observation and analysis of student performance.

**Result 2**

6% of student leaders are entering the leadership role, determining their personal fit and filling membership roles at the executive level 16% of student leaders are moving up in the organization, contributing to the organization's mission 25% of student leaders serve in a coordinating role, learning and exhibiting the 'how to' of organizational development 31% of student leaders are organizational veterans, connecting the vision and mission of the organization to that of the university, moving from task to process orientation and work on behalf of the organization 22% of student leaders have visionary roles in their organizations, networking beyond the campus, able to recognize need for change,

problems and potential solutions, becoming a resource not only in the organization, but on campus, are able to turn their ideas into action and encourage others to grow. N=245 on Greek Survey, N=498 on Student Center Survey, N=60 advised student organization leaders

#### **Action Plan**

Increased leadership opportunities will be offered to further develop leadership skills of members, preparing them for executive office responsibilities. Collaboration and networking opportunities will be increased for student leaders to share and learn from each other. Training will be provided to student organization leaders in the area of presentation and public speaking skills.

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### **Outcome Number 3**

Customers and users of the LBJ Student Center will have an exceptional customer service experience.

#### **Method 1**

Benchmarking survey for satisfaction.

#### **Result 1**

Benchmarking survey indicated that, on a scale of 1-7, with 5.5 being our goal, Student Center Cleanliness, Student Center provides a positive environment and Student Center staff all scored above the goal. When asked to rate customer service provided by each individual office, respondents indicated that 90% of the offices/areas were rated at 5 or higher in customer service on the same 1-7 scale. N=498

#### **Method 2**

User focus groups.

#### **Result 2**

Building tenants were surveyed at the end of the academic year, and indicated that: 100% were very or fairly satisfied with the cleanliness of the building; 100% were fairly satisfied with the cleanliness of the restrooms; 75% rate the custodial service provided their office as very or fairly satisfied; 100% rate the custodial staff as helpful and courteous; 100% are satisfied or fairly satisfied with the repairs and maintenance performed by the Student Center; 50% are very satisfied with the response time for repairs and maintenance; 50% of users are very satisfied with the overall service provided by the Student Center N=8 offices surveyed;

#### **Action Plan**

Quarterly tenant focus groups will be established. Work order tracking will be evaluated and improved. Building Manager training will be increased with on going inservice programs covering customer service techniques.

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### **Outcome Number 4**

Students who participate in LBJ Student Center sponsored programs will be able to articulate how their involvement is connected to their personal growth.

#### **Method 1**

Focus groups

#### **Result 1**

Students indicated that the following were their top ten areas of personal growth from involvement in Student Centered programs: Interpersonal Relationships, Building confidence, Creating sense of Belonging, appreciation of diversity and culture, leadership opportunities, personal growth and development, communication skills development, networking, academic enhancement and opportunities to be more involved. N=498 (Student Center Survey) N=235 (Greek Survey) N=275 (student programs and leadership programs surveys)

#### **Method 2**

Program evaluations

#### **Result 2**

Program evaluations indicated throughout the year that the students appreciated the depth and breadth of opportunities provided by the Student Center. Specific growth areas focused on: leadership experiences, moving outside of one's comfort zone, enjoyable entertainment, cultural experiences, developing personal skills, networking, stress relief, building a campus connection, experiencing alumni interaction and learning how academic skills can be applied. N=498 (Student Center Survey) N=235 (Greek Survey) N=275 (student programs and leadership programs surveys)

#### **Action Plan**

More marketing will be focused on the outcomes of each program to attract those most interested. A needs assessment will be developed and administered in the Fall of 2008 to determine the needs and interests of students for programs in coming semesters.

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**Department/Unit** Dean of Students  
**Program Name/Department** LBJ Student Center  
**Contact** Andy Rhoades/Lanita Legan

**Mission Statement**

The LBJ Student Center facilitates learning and personal development in a comfortable, safe, educational environment, by providing co-curricular programs and services which build a sense of community and celebrate diversity integral to the academic experience.

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**Evidence of Improvement**

Use of benchmarking surveys have indicated that the role the student center plays in enhancing life and leadership does not score well, while the organizational benchmarking surveys indicate the student leaders do recognize and value their leadership experience. Specific attention has been given to the development of leaders, with the results in the last series of surveys indicating the only increase in satisfaction of programming offered to student organization leaders was leadership training (.28 increase in mean score).

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**Outcome Number 1**

Student employees in the LBJ Student Center will learn and demonstrate managerial leadership skills.

**Method 1**

Employees will be evaluated each semester based on observation and analysis of performance in the execution of skills such as working on a team, decision making, project management, work ethics, time management, and problem solving.

**Result 1**

Managerial leadership skills receiving positive evaluation at the end of the year most frequently were: problem solving and decision making, exercising leadership, understanding and realizing their part in the overall department function and mission. N=108 student employees

**Method 2**

Rubrics will be used in semesterly evaluations and exit interviews to determine identified skills and proficiency levels.

**Result 2**

8% of employees do their jobs as 'tasks'; 34% observe a small amount of discretion over decisions in their jobs; 32% practice management skills in their jobs including supervision, delegation, implementation of procedures and seeing ownership in the department; 16% of employees have grown into leadership roles, with a high level of discretion, leading others and providing input into the full time program; 8% have reached a high degree of discretion in leadership and vision as full fledged team members of the department, seeing an opportunity to have an impact on the direction and vision. N=108 student employees

**Action Plan**

Staff training workshops and inservices will be provided to build leadership skills and to provide specific job enhancing skills. The movement of student employees higher in the rubric score indicates more manager and leader identification, resulting in workshops and training focused on those skill levels.

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**Outcome Number 2**

Student leaders in organizations directly advised by LBJ Student Center staff will learn and effectively utilize leadership skills.

**Method 1**

Benchmarking survey of chartered organization presidents, officers and Greek organization members will be used to measure self reported proficiency in leadership skills.

**Result 1**

Responses from benchmarking survey indicates the following leadership skills are utilized by this population at a rate above our goal of 5.5 on a 7 point scale: interpersonal competence, intrapersonal competence, collaboration among leaders, self-knowledge, and understanding diverse populations. N=112 respondents on student organization leader survey

**Method 2**

Rubric with identified skills and proficiency levels will be used in ongoing observation and analysis of student performance in evaluating at least three areas of leadership (communication skills, mentoring, negotiating, instructing, supervising, persuading, taking instructions, organizational management, emotional/spiritual development, human awareness, serving, intellectual skills, vocational skills, and personal life management) throughout their term in office.

## **Result 2**

7% of student leaders are just entering the leadership role, determining their personal fit and filling membership roles at the executive level; 24% have moved up in the leadership of the organization, contributing to the mission and vision; 29% serve in a coordinating role, leading and exhibiting the 'how to' of organizational development; 28% are deemed to be organizational veterans, connecting the vision and mission of the organization to that of the university, moving from task to process and working on behalf of the organization; 9% have visionary roles in their organizations, networking beyond campus, able to recognize need for change, problems and potential solutions, becoming a resource not only in the organization, but on campus, able to create action plans and encourage others to grow. N=72 advised student organization leaders

### **Action Plan**

Leadership training will begin earlier in the academic year, with Texas Leadership Exchange moving to the fall semester in order to assist leaders in addressing needs of their organizations in a more timely manner. A 'Standard of Excellence' program will be developed to assist student organizations in measuring their own accountability. Leadership workshops will be offered each month to assist in individual and organizational skill building.

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## **Outcome Number 3**

Customers and users of the LBJ Student Center will be able to identify at least three qualities of an exceptional customer service experience.

### **Method 1**

Benchmarking survey for satisfaction of users regarding customer service experience.

### **Result 1**

Benchmarking survey indicated that, on a scale of 1 to 7, with 5.5 or better being our goal, Student Center cleanliness, and providing a positive environment exceeded the goal. Random sample of users/non users. N= 824 student center benchmarking survey

### **Method 2**

User focus groups from tenants will be asked quarterly to evaluate the levels of customer service including cleanliness, timeliness, problem solving, service provided as requested.

### **Result 2**

Building tenants are surveyed at the end of the academic year. 100% indicate they are very or fairly satisfied with the cleanliness of the building; 100% were fairly satisfied with the cleanliness of the restrooms; 85% rate the custodial service provided their office as very or fairly satisfied; 100% rate the custodial staff as helpful and courteous; 100% are satisfied or fairly satisfied with the repairs and maintenance performed by the student center; 75% are very satisfied with the response time for repairs and maintenance; 75% of users are very satisfied with the overall service provided by the Student Center. N=13 tenants

### **Action Plan**

Quarterly focus groups will continue to be utilized to assess progress and tenant needs. Customer service training workshops will be made available at least once per semester. Work order system and staff availability have increased the satisfaction and efficiency of this area.

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## **Outcome Number 4**

Students who participate in LBJ Student Center sponsored programs will be able to articulate how their involvement is connected to their personal growth and how it enhances their life skill competencies.

### **Method 1**

Focus groups of participants in programs and events selected by random sample each semester will be asked to identify the impact their involvement has had on their personal growth and development of life skill competencies.

### **Result 1**

Students indicated that the following were the most common areas they felt they have developed personally through involvement in LBJ Student Center programs: building leadership skills, leading and serving others, meeting others and making friends, and creating a sense of belonging at Texas State. N=433 respondents on student center benchmarking survey

### **Method 2**

Program evaluations by attendees of programs throughout the year.

### **Result 2**

Program evaluations indicated throughout the year that students appreciated the depth and breadth of opportunities provided by programs and events that were part of the Student Center. Specific growth areas included: leadership experiences, civic responsibility, risk management, collaboration, relationship development, communication and teambuilding. N= 844 (Student Center benchmarking survey); N=112 Student Organization Leader survey; and N=350 program and workshop evaluations.

### **Action Plan**

Continue to develop needs assessment for use in determining programs most likely to interest and benefit students.