Department Name: Student Activities & Integrative Learning (SAIL)
Year: 2009-2010

Department Mission: The Office of Student Activities and Integrative Learning supports the liberal arts approach of UNC Asheville by providing educational programming, co-curricular activities, and engaged service that enhances knowledge, understanding, and the life skills necessary for the holistic development of students, staff, and faculty (Last updated at SAIL meeting on 9/8/2010).

Executive Summary: The Office of Student Activities and Integrative Learning experienced an exciting year that included the unveiling of two new transition programs for students – P2P & Tranformations; the creation of a SAIL Student Advisory Board; the re-organization and naming of the Highsmith University Union Operations Board; the completion of a CAS Standards Self-Study - in coordination with a WCU Graduate Capstone class - focusing on the functional areas of Campus Activities Program, College Unions, and Orientation Programs; the creation of additional program offerings in Pre-rendezblue; the addition of student staff positions to assist with set-ups and customer service in Owen Conference Room; the acceptance, planning, and preparation for a new fraternity – Alpha Sigma Phi; and the coordination of a transfer/off-campus student forum. In addition, the SAIL staff sought to assess its sustainability capabilities, the engagement of student learning experiences, as well as the collaborative, diverse, and inclusive nature of its programs, services, and processes. The knowledge gained through the assessment efforts was mixed, but much was learned by all in terms of the assessment process and will lead to better efforts in 2010-2011. There is still so much to learn, but we now have an even better idea of what we need to be asking (or not asking) and how to go about obtaining that information.

Goals & Assessment

**Departmental Goal #1: SAIL will be fiscally and environmentally sustainable.**

Linkage to Foundation Documents

*Divisional Goals:* sustainability
*UNC Asheville Strategic Plan:* Environmentally Sustainability: Build on our state-wide leadership and recognition for environmental stewardship through continued academic inquiry, energy efficiency, conservation, and green building practices. Pursue creative, respectful, mission-focused campus expansion.
UNC Asheville Student Learning Outcomes: Outcome #4 – Students learn both the concepts and value of economic, social, and environmental sustainability.

UNC Tomorrow Priorities: Goals - 4.6.1; 4.6.3 – Embrace environmental sustainability as core value; Increase community awareness of environmental and sustainability issues

Community Principles: Disciplined & Celebrative

CAS Standards: Student Outcome Domains – Knowledge acquisition, construction, integration, and application; and Interpersonal competence

Measured Outcome: SAIL will reduce consumption of paper and office supplies by 15%.
  o Action Plan: SAIL will share and/or reuse office supplies.
  o Assessment Method: Gather comparative data concerning the use of the copier, the purchase of paper for the printer, as well as the amount spent on office supplies by SAIL (2008-2009 and 2009-2010).
  o Summary of Findings: Review of Institutional Records – Criterion Not Met – SAIL reduced consumption of office supplies by 42% in 2009-2010; SAIL also reduced the amount of copies made; however, Sail’s consumption of paper increased by 72% due to additional staff moving in to main office suite, individuals not having the copy center do large copying jobs, students and others having easy access to reams of paper (use in computer lounge printer, etc.).
  o Decisions: SAIL will continue to work at reducing the consumption of both office supplies and paper in 2010-2011. Reams of paper are now stored in a secure location; utilization of the copy center is greatly encouraged for large jobs; and an emphasis on printing only what is needed is emphasized.
  o Timeframe to reassess: No formal assessment will be conducted in 2010-2011; however this will be an on-going operational outcome.

Measured Outcome: SAIL will reduce utility consumption by 10%
  o Action Plan: SAIL will collaborate with Facilities Management to set times to “power down” in each individual space within the Highsmith University Union to conserve energy
  o Assessment Method: Review of Institutional Records - SAIL will review utility consumption records for Highsmith Union that are kept by Facilities Management.
  o Summary of Findings: Criterion Not Met – there is not enough data reflecting operational changes for the 2009-2010 academic year to determine if SAIL reduced utility consumption by 10%
  o Decisions: SAIL will work with Facilities Management to have data reflecting reduction efforts in utility consumption for the 2010-2011 academic year.
  o Timeframe to reassess: Comparative data will be assessed in April 2011.
Measured Outcome: SAIL will reduce garbage by 20% and increase recycling by 40%.
  - Action Plan: SAIL will collaborate with the Student Environmental Center, food court operators, and Facilities Management to schedule and conduct waste audits for Highsmith Union.
  - Assessment Method: Review of Institutional Data – A scheduled waste audit must span a minimum of 3 consecutive week days; all waste must be collected and sorted by representatives from SAIL, Dining Services, and the Student Environmental Center.
  - Summary of Findings: Inconclusive – Results from the fall waste audit were not available. Results from the spring audit indicated just over 17% of the waste stream could have been recycled and just over 60% of the waste stream was organic/compostable. Possible reduction of waste stream if all is recycled and composted is 78.7% or 513 lbs. of waste.
  - Decisions: SAIL will have results from scheduled and conducted waste audits for each semester of 2010-2011 academic year. In addition, SAIL will work with Facilities Management, Dining Services, and the Student Environmental Center to explore the possibilities of composting waste in Highsmith Union. SAIL will also purchase and intentionally place additional recycling receptacles and signage in Highsmith Union.
  - Timeframe to reassess: Comparative data will be assessed in October 2010 and again in April 2011.

Departmental Goal #2: SAIL will engage students in learning experiences that develop them into responsible thinkers, planners, and problem solvers.

Linkage to Foundation Documents

Divisional Goals: Student Employment

UNC Asheville Strategic Plan: The Campus Experience: Engage all students in a robust campus learning experience based on community responsibility, learning, respect, and service.

UNC Asheville Student Learning Outcomes: Outcome #1 – Students develop skills in critical thinking, clear and thoughtful communication, creative expression, and honest open inquiry and Outcome #6 – Students are prepared to engage in lifelong learning.

UNC Tomorrow Priorities: Priority # 4.1.1 – UNC should prepare its students for successful professional and personal lives in the 21st century, equipping them with the tools they will need to adapt to the ever-changing world

Community Principles: Purposeful, Disciplined, Caring
CAS Standards: Student Outcome Domain – Knowledge acquisition, construction, integration, and application; Cognitive complexity; and Interpersonal competence

Measured Outcome: SAIL will retain 80% of its student employees.
- Action Plan: Intentionally seek to successfully retain student employees
- Assessment Method: Institutional Records
- Summary of Findings: SAIL had a total of 58 student employees in 2009-2010; 18 students graduated and 1 is not returning; retention is 39 of 40 potential students or 97.5%
- Decisions: Criterion Met - SAIL will continue its efforts in student employee retention although it will not be formally assessed.
- Timeframe to reassess: SAIL will review comparative employment records in April 2011.

Measured Outcome: Student Participations – SAIL will have a total of 8000 student participations by the end of the 2009-2010 academic year.
- Action Plan: Student participation numbers will be kept and tallied for all SAIL events.
- Assessment Method: Participation data
- Summary of Findings: SAIL had a total of 9486 student participations by the end of the 2009-2010 academic year.
- Decisions: Criterion met, however SAIL will continue to strive to increase student participations in the 2010-2011 academic year.
- Timeframe to reassess: SAIL staff will reassess this outcome in summer 2010 to prepare for the 2010-2011 academic year.

Measured Outcome: Required U-LEAD evaluative paper reflects 90% of student participants demonstrate desired critical thinking skills
- Action Plan: Have U-LEAD participants write evaluative papers to demonstrate desired critical thinking skills.
- Assessment Method: Participation Data - Utilization of evaluative papers for U-LEAD program participants.
- Summary of Findings: Of the 14 evaluative papers composed this year, 100% of them meet the criteria for identifying leadership theories and articulating personal leadership styles (only 5 of the papers needed to articulate personal leadership styles since this is a requirement for completing the program; the other 9 only needed to include leadership theory due to completion of a specific level in the program to move to the next level).
- Decisions: Criterion met – SAIL will continue to use of the U-LEAD paper as one method in demonstrating critical thinking skill of program participants. More than one reader/reviewer will be involved in “grading” paper results in 2010-2011.
- Timeframe to reassess: This process will be reviewed again in April 2011.
Measured Outcome: 90% of SAIL program participants will report 4 or better on a 5 point satisfaction scale
  o Action Plan: Have participants of specific SAIL programs and events complete a short survey about the experience.
  o Assessment Method: Survey data
  o Summary of Findings: 580 of 713 or 83% of SAIL program participants reported 4 or better on a 5 point satisfaction scale
  o Decisions: Criterion Not Met – SAIL will continue to strive for 4 or better on a 5 point satisfaction scale in terms of its programs.
  o Timeframe to reassess: SAIL will assess data results in April 2011.

Departmental Goal #3: SAIL will make all programming, services, and processes collaborative, diverse, and inclusive.

Linkage to Foundation Documents

Divisional Goals: Collaboration and Diversity

UNC Asheville Strategic Plan:
Diversity & Inclusion: Assert and demonstrate our individual and collective responsibility to invite, honor, and learn from our differences, as preparation for an increasingly interconnected world.
Social Sustainability: Build a respectful, vibrant, responsible and inclusive campus community for everyone that encourages academic, civic, and public engagement.

UNC Asheville Student Learning Outcomes:
Outcome #3: Students develop respect for the differences among people and ideas, and learn to clarify and articulate their own values.

UNC Tomorrow Priorities: 4.1.1 – UNC should prepare its students for successful professional and personal lives in the 21st century, equipping them with the tools they will need to adapt to the ever-changing world; and 5.5 – UNC should increase efforts to attract and retain high-quality staff at all levels.

Community Principles: Purposeful, Open, Just, Disciplined, Caring, Celebrative

CAS Standards: Student Outcome Domain – Interpersonal competence and Humanitarianism & Civic Engagement

Measured Outcome: SAIL will collaborate with at least one other program area on 80% of programs, services, and processes.
  o Action Plan: SAIL will collaborate with departments and offices both within the Division of Student Affairs as well as other campus divisions on program design and program offerings to meet student needs.
  o Assessment Method: Institutional Records
Summary of Findings: Criterion Not Met – SAIL collaborated with at least one other program area on 83 of 105 programs or 79.05%

Decisions: SAIL will continue to intentionally seek and coordinate collaborations with its programs, services and processes although it will not be formally assessed in 2010-2011.

Timeframe to reassess: SAIL will review records of collaborations in October 2010 and again in April 2011.

Measured Outcome: The diversity of the SAIL student staff will mirror or exceed that of the UNC Asheville student body.

Action Plan: SAIL will intentionally target-market job openings to increase the inclusiveness within the student applicant pool
Assessment Method: Institutional Records

Summary of Findings:Criterion Not Met – The SAIL staff is slightly more diverse than the student body as a whole, however the minority breakdown differs substantially. The minority students working in SAIL are predominantly black students; however the University as a whole has a higher percentage of Hispanic students. Therefore, despite SAIL having a similar minority representation, the composition of that minority population does not mirror that of the student body.

Decisions: SAIL will focus on constructing and implementing a more inclusive employment plan, approach, and process for students
Timeframe to reassess: This specific outcome will not be reassessed, but an outcome focusing on the employment plan, approach, and process will be assessed in 2010-2011.

Measured Outcome: The diversity of the SAIL professional staff will mirror or exceed that of Buncombe County, North Carolina

Action Plan: SAIL will increase the inclusiveness of our applicant pools in professional searches through intentional discussions with other College Student Personnel colleagues from other institutions of higher learning across the country and increased regional and national web site postings, as well as personal interviews at regional and national conferences
Assessment Method: Institutional Records & 2009 Census Bureau Data for Buncombe County

Summary of Findings: Criterion Not Met - The SAIL full-time professional staff is not more diverse than the demographics of those residing in Buncombe County. SAIL has a 100% white staff in comparison to Buncombe County in which 91% of its residents are white (2009 Census Bureau data).

Decisions: SAIL will focus on following a more inclusive employment plan too broaden the applicant pools for all professional searches
Timeframe to reassess: This specific outcome will not be reassessed, but an outcome focusing on a more inclusive employment plan will be assessed in 2010-2011.
Departmental Goal #4: SAIL will assess the satisfaction of students regarding specific identified programs throughout the year.

Linkage to Foundation Documents

Divisional Goals: Retention

UNC Asheville Strategic Plan:
The Campus Experience: Engage all students in a robust campus learning experience based on community responsibility, learning, respect, and service.

UNC Asheville Student Learning Outcomes:
Outcome #1: Students develop skills in critical thinking, clear and thoughtful communication, creative expression, and honest open inquiry.

UNC Tomorrow Priorities: 4.1.1 – UNC should prepare its students for successful professional and personal lives in the 21st century, equipping them with the tools they will need to adapt to the ever-changing world

Community Principles: Purposeful, Open, Just, Disciplined, Caring, Celebrative

CAS Standards: Student Outcome Domain – Interpersonal competence and Humanitarianism & Civic Engagement

Measured Outcome: 90% of SAIL program participants will report 4 or better on a 5 point satisfaction scale
  o Action Plan: Have participants of specific SAIL programs and events complete a short survey about the experience.
  o Assessment Method: Survey data
  o Summary of Findings: 580 of 713 or 83% of SAIL program participants reported 4 or better on a 5 point satisfaction scale
  o Decisions: Criterion Not Met – SAIL will continue to strive for 4 or better on a 5 point satisfaction scale in terms of its programs.
  o Timeframe to reassess: SAIL will assess data results in April 2011.

Updated 10/2010 by Meg Dutnell