**Division Strategic Plan Alignment:** Initiative 1.4: Expand employment opportunities that are competitive for both undergraduate and graduate students.

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<tr>
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| New Maverick Orientation will increase the yield of Orientation Leader applicants who participate in the interview process. | 1. New Maverick Orientation will review its Mav OL application process to ensure applicants are only providing information necessary for selection.  
2. New Maverick Orientation will conduct its Mav OL recruitment process in mid-fall semester.  
3. NMO will better advertise the requirements for the position to improve students’ understanding of the duties and time commitment required for the job prior to the point of application.  
4. NMO will ensure that the registration process for group interviews is easy for applicants.  
5. NMO will create a reminder process for group interviews that may include a previous OL to mentor and prep the applicant for the interview process. | Maintain records of the application and interview process | 90% of applicants will participate in the interview process. |

**Mid-Year Report:** Orientation Leader interviews were completed in November 2014.

**Results of Assessment:** The following data breaks down the number of applicants for each OL position and how many completed the interview process.

**Freshman Orientation Leader**
- 75 Applications
- 60 students participated in the interview process
- 80% participation rate.
- 15 students did not participate in the interview process, but 3 of these students withdrew their applications before interviews began

**Transfer Orientation Leader**
- 33 Applications
- 19 students participated in the interview process
- 57% participation rate.
- 14 students did not attend an interview, but one student withdrew their application before the interviews began.
Future Plans for Outcome:
The first step in the Freshman OL interview process is a group interview, and several group interviews are offered on varying days and times. Originally, NMO planned to contact students who missed their originally-scheduled group interview to encourage them to reschedule their interview or identify why those students chose not to participate. However, the Assistant Director of NMO responsible for Freshman OL recruitment and selection was asked to step into a planning role for Parent and Family Weekend when a vacancy on the Parent and Family Center staff occurred three weeks prior to that event. The plans to increase participation in the OL interview process were lowered in priority and ultimately not implemented. We intend to implement those plans during the next round of OL interviews in fall 2014.

The Transfer OL interview process occurred on one Sunday evening in November. The Assistant Director responsible for Transfer OL recruitment and selection sent reminder emails to the applicants in the week leading up to the interview, but the turnout for the interview process was still poor. Unfortunately with no other interview date available, there was no way to reschedule students who missed the interview. We believe that the Sunday afternoon timeslot for this interview was a major factor in the poor attendance of applicants, so we plan to move this interview process to a weekday evening for the next round of OL interviews in fall 2014. Additionally, with the Transfer OL position being brand new, we believe many students may not have really understood what they were applying for, and therefore may not have been fully committed to the position when they applied to begin with. We hope that as the program matures, students will better understand the position and apply with more commitment to complete the interview process.

Additionally, New Maverick Orientation still needs to increase marketing efforts to help students be more knowledge about the position and encourage more students to apply. Increasing past Orientation Leaders’ involvement in the process may help applicants connect better to the position. Other ideas that NMO staff have discussed include requiring attendance at an OL interest session before students can apply, buying novelty items to increase interest in the position, focusing on a targeted week of recruitment in October, and building a stronger social media recruitment campaign. Finally researching the recruitment processes of similar institutions may provide us with new ideas to pique the interest of UTA students in the position.
**Division Strategic Plan Alignment:** Initiative 1.2: Identify, review, and create new hallmark experiences that will help students to transition through their collegiate experience.

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| New Maverick Orientation will improve pre-orientation communications to incoming students. | 1. New Maverick Orientation will review its communication plan to incoming students to ensure the messages best prepare students for orientation.  
2. NMO will review its website to ensure its navigation is easy and the information is understandable to new students.  
3. NMO will develop processes to automate communications to incoming students to ensure they receive important information at appropriate times.  
4. NMO will investigate ways to utilize new methods of communication to enhance students’ understanding of transition information.  
5. NMO will work with Undergraduate Recruitment to help ensure that transition messages are clear and consistent. | 1. Negative service indicator reports will identify if the average number of students attending orientation with registration holds on their account is reduced.  
2. Orientation evaluations will identify if students’ satisfaction with the NMO website, office staff, and communications were useful. | • A reduction in the average number of students at each NMO session with a registration hold occurs.  
• NMO experiences an improvement in evaluation results related to the usefulness of orientation resources prior to their arrival at NMO. |

**Mid-Year Report:**
This process will begin in Spring 2014 for students starting summer and/or fall semester.

**Results of Assessment:**

**Future Plans for Outcome:**
**Division Strategic Plan Alignment:** Initiative 4.3: The staff will seek educational opportunities to learn more about the populations that may be underserved.

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| Off-Campus Mavericks staff will benchmark off-campus student programs and make recommendations for programmatic changes. | • Staff will identify institutions of similar size and type of commuter populations.  
• Staff will conduct a benchmark with the following components:  
  • Website review  
  • Survey of services and usage  
  • Interviews with staff who coordinate commuter activities  
  • Staff will create a report of recommended services based on benchmarking. | • Survey of services and usage | The report will be submitted to the AVP. |

**Mid-Year Report:** The benchmark assessment was completed in Fall 2013 and the report was submitted in January 2014.

**Results of Assessment:**
The benchmarking survey revealed many similarities among our commuter populations and that group on other campuses. The survey asked participants to identify their program offerings to commuters, and among the most common selections were:

- Providing information about off-campus housing options
- Commuter socials
- Commuter workshops
- Commuter lounges
- Commuter mentoring programs

Additionally, the most successful program offering at most campuses were either their commuter workshops or their commuter mentoring program. Similarly, commuter lounges and social events were most commonly used to build community among commuter students, as opposed to commuter organizations (in many cases, the commuter organizations were discontinued due to low interest or participation).

Similar to UT Arlington, most of the benchmarking schools identified three major challenges with working with commuter students.

- Engaging commuters in the campus community
- Timing of programming
- Designing programming that is relevant to the many types of commuters

**Future Plans for Outcome:**
Off-Campus Mavericks developed a list of seven projects that will be initiated in the coming year. Among those will be the development of a Commuter Programming Team, which will drive how and when these new initiatives will be delivered. The new projects include the development of daytime programming, the creation of more commuter-friendly lounges, development of a commuter mentoring program, increased advocacy for commuter issues such as parking and shuttle schedules, enhanced promotion of campus events to commuters, and improved relationships with off-campus apartment complexes.
### Division Strategic Plan Alignment: Initiative 4.2: Utilize research and best practices to implement new programs and services that meet the needs of off campus students, international students, transfer students, distance education students, graduate students, and other underserved groups as needs arise.

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| Transfer Services staff will build collaborations and collect information from various departments throughout campus to gain a better understanding of current services provided to transfer students in order to make future recommendations. | • Staff will do a comprehensive review of services currently provided to transfer students  
• Staff will connect with other faculty and staff who work with transfer students regularly to identify strengths, weaknesses, opportunities, and threats related to transfer student services.  
• Staff will develop a task force or ongoing committee to support transfer student transition issues.  
• Staff will utilize the task force or committee to develop a plan of action report. | SWOT analysis conducted with campus partners. | Staff will submit a report detailing a plan of action and recommendations for the improvement of transfer services by May 1, 2014. |

**Mid-Year Report:** On December 12, the Transfer Student Advisory Committee was formed and met to review the data from the transfer student survey and focus groups. Based upon the data the group felt it was better to expand the group and invite more departments to join the team based upon the results from the data. On January 24, the entire committee met which represented Campus Recreation, the College of Liberal Arts, University College, Apartment and Residence Life, the Leadership Center, Undergraduate Recruitment, New Maverick Orientation, and two transfer students. The group plans to meet twice a month for the spring semester in order to create programs that support transfer students and also offer advice on other programs and services that should be done.

**Results of Assessment:**

**Future Plans for Outcome:**
**Divisional Learning Outcome:** Students participating in Student Affairs programs and services will acquire and use professional competencies that can assist in achieving success in the classroom, personal growth, and career goals.

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| Transfer students will be able to identify three transfer-related programs or services that can help them with their academic success after attending New Maverick Orientation. | 1. Transfer students will attend New Maverick Orientation.  
2. New Maverick Orientation will include information about several transfer-related programs and services through the orientation program, interest sessions, and college sessions.  
3. The orientation evaluation will include questions related to transfer students understanding of transfer-related programs and services. | Additional questions will be included in the New Maverick Orientation evaluation asking transfer students to express their level of understanding of a series of transfer-related programs and services. | 60-70% of incoming transfer students will be able to express an understanding of at least three transfer-related programs and services. |

**Mid-Year Report:** The questions will be implemented in the Spring/Summer 2014 Orientation sessions.

**Results of Assessment:**

**Future Plans for the Learning Outcome:**
**Divisional Learning Outcome:** Students participating in Student Affairs programs and services will be able to use experiences to identify consequences, solve problems, and make sound decisions.

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| Maverick Orientation Leaders and New Maverick Orientation Office Assistants will be knowledgeable about orientation     | 1. New Maverick Orientation will administer a pre-test of basic campus information and orientation policies at the start of students’ employment.  
2. NMO will create a training program for each student’s role in the office.  
3. Four post-tests will be scheduled at appropriate times for each type of student position.  
4. NMO will review information that students score poorly on during post-tests.                                                                 | Pre-test and four post-tests assessing students’ knowledge necessary for their role. Post-tests will be delivered at times of the year when their position is responsible for providing timely information to orientation participants.  
**EXAMPLE:** Office Assistants  
- Early fall - Transfer services and Off-Campus Mavericks  
- Mid-fall – OL Recruitment and spring orientation  
- Early spring – summer/fall orientation registration procedures  
- Mid-spring – exemption requests and NMO programmatic details | 95% of student employees will average a score of 90 or higher on all post-tests.                                                                 |

**Mid-Year Report:** Training programs have been created for the NMO Office Assistants as well as the Freshman and Transfer Orientation Leaders:
- **Office Assistants**  
  - The NMO Student Assistants meet once a month to review policies/procedures and new orientation information. The first test was given on January 31 and the rest will be administered throughout the Spring 2014 term.
- **Freshman Orientation Leaders**  
  - Freshman Orientation Leaders are all enrolled in the EDAD 1130 Foundations of Leadership Class that meets once a week during the spring 2014 term  
  - Due to the Freshman Orientation Leader training schedule, orientation specific pre- and post-tests will not be given until the intensive 3-week orientation training occurs in May 2014.
- **Transfer Orientation Leaders**  
  - Transfer Orientation Leaders meet every other Friday for five hours. Leadership skills, team development and orientation policies and procedures will be discussed through a variety of events and activities.  
  - A pre-test was administered to the Transfer OLs on Jan 15 and a post-test will be given on April 11, right before the first transfer orientation for summer/fall 2014.  
Final calculations for test scores of all student leader positions will be processed at the end of May 2014.

**Results of Assessment:**

**Future Plans for the Learning Outcome:**
**Divisional Learning Outcome:** Students participating in Student Affairs programs and services will be able to use experiences to identify consequences, solve problems, and make sound decisions

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| Students moving from on-campus residences to off-campus residences will understand the issues and relevant resources related to moving off-campus. | 1. Off-Campus Mavericks will develop a list of issues and relevant resources related to moving from on-campus to off-campus housing.  
2. OCM will co-sponsor an information session with Apartment and Residence Life prior to renewal to help on-campus students identify the best housing option for them.  
3. OCM and ARL will create a mechanism to identify students who are not renewing on-campus housing contracts.  
4. OCM will develop ways to communicate the information from Action Step #1 to the students identified in Action Step #3.  
• OCM website  
• OCM newsletter  
• Information Session  
5. Assessment will be delivered electronically to students to determine their understanding of issues related to moving off-campus and how they gathered this knowledge. | Assessment of students’ knowledge of issues and relevant resources of moving off-campus.                                                                                                           | 75% of students completing the survey will express an understanding of the issues and relevant resources related to moving off-campus.                                                                                                           |

**Mid-Year Report:**
Off-Campus Mavericks has created a list of issues related to moving from on-campus housing to off-campus housing, and a pair of presentations on this topic has been planned for the first week in February. These programs, developed in conjunction with Housing and Apartment and Residence Life, will highlight both the benefits of living on-campus and the support Off-Campus Mavericks can provide to students moving off-campus. The timing of these programs occurs just prior to the start of the spring housing renewal process. A survey will be created to ensure the criteria for success are being met.

**Results of Assessment:**

**Future Plans for the Learning Outcome:**