

Indiana State University

2005 - 2006 Administrative Annual Report

Education Student Services

Year in Review

Achievements

As you have heard, increasing public awareness of Indiana State University's accomplishments is crucial to building student enrollment, influencing policy makers, and developing a place of pre-eminence in the Midwest. What do you consider to be your department's accomplishments for the 2006-07 year that will contribute to this effort? (Please list in priority order and limit to no more than 8.)

1. Praxis I Workshops Staff designed, in conjunction with ELED and the Math Department, a series of workshops to assist student in preparing for the Praxis I exam. These workshops were offered approximately once a month. 2. Petition Procedures ESS developed, for the first time, a database of petition requests and the result of faculty decisions based on those requests. This allowed for consistent evaluation of each request and allowed for ongoing program review. 3. DARS ESS staff worked with partners across campus to update the DARS system so that students could count on the DARS as a reliable tool for program progress. Staff continue to work to assure the accuracy of individual and program forms. 4. Individualized Licensing Checks Per request, any student can now sit down, one-on-one, with the ESS curriculum specialist to review program progress and deficiencies. These appointments are announced through e-mail to students enrolled in junior-level classes. 5. Recruitment and Retention ESS has worked with Admissions on ALL events for recruitment. In addition, ESS has sent follow-up letters to all students accepted into CoE programs and has worked with Admissions to call students who have yet to confirm. In its work with retention, ESS has improved e-mail communication with advisees and follows up on all problem midterm grades. Evaluation forms are given to each advisee so that improvements to service can be continually made. 6. Articulation Agreements Staff worked with colleagues across campus and faculty within the CoE to finalize and update articulation agreements with Ivy Tech and Vincennes University. 7. Improved Block Enrollment Working with the Elementary, Early Childhood, and Special Education Dept., staff improved the process for students wishing to enroll in block courses. Students can now enroll for courses online. Prior to this improvement, students had to walk their paperwork to the Registrar. That is no longer necessary. 8. TAFFY A staff member from ESS participated in TAFFY events and planning 9. Becoming a Complete Professional (BCP) Changes ESS worked with faculty to assist in making the BCP process simpler and more transparent. ESS staff members visited classes to answer questions about the process and to pass out information for students. Students are now routinely provided follow-up information after they apply to BCP. 10. Honor Day ESS worked with the CoE Development Office to organize Honor Day. More than 200 awards were given, and more than 400 parents, family, and others attended.

Enrollment

What steps did you take this year to aid ISU in overcoming enrollment challenges?

Education Student Services worked with the Office of Admissions on all initiatives during the past year. Staff participated in: --All Sycamore Preview Days --Accepted Students Day --Stateline Day --Minority Recruitment Day --Transfer Student Events in Indianapolis, Vincennes, Terre Haute, and Fort Wayne --Indianapolis Museum Recruitment Event --Circle Center Event --Sycamore Advantage Phone Confirmation Event In addition, staff participated in the following ways: --Spoke with Regional Coordinators for Distance Education --Met with Vigo County School personnel

regarding minority recruitment possibilities --Provided information at School Counselor Day As the office responsible for the College of Education e-mail account, Education Student Services responds to dozens of e-mails each week regarding our programs and classes. ESS also provides this services to the dozens of phone queries that come into our office each week. ESS staff provide assistance with the TAFFY initiative and the Sycamore Advantage and Knowing Sycamores planning. Internally, to help students connect with their advisors and the university, and to aid in increasing retention, ESS staff have made specific efforts to contact advisees more frequently. Finally, in order to connect with prospective students, ESS has initiated a project whereby letters are sent out to each student accepted into the College of Education. The letters are sent from the Dean, from an Advisor, and from the Department Chair of the department to which the student has applied. This is intended to more quickly make the student feel connected to the university early in his/her college choice decision making. --

Assessment

What are two ways in which you evaluated the quality or effectiveness in your area last year? What changes did you make based on those assessments?

1. Advisement Evaluation Forms: When students are advised, they are asked to fill out a survey form that rates our office processes and our advisement sessions. Even though our evaluation were very positive, we did make small changes in our phone answering and reception greeting. 2. Sycamore Advantage Evaluation: Students who attend Sycamore Advantage are asked to fill out evaluation forms. We did not need to make changes based on those evaluations, but they did affirm our process was appropriate.

Budget

As you know, ISU is facing significant budget challenges. Finding ways to overcome these while increasing efficiency requires innovation. How are you overcoming your budget challenges this year?

Since our duties within the College of Education are diverse, we are trying to utilize the staff we have to their utmost efficiency. We are also trying to save money by participating in the energy savings plan, using less paper when possible, decreasing travel costs, and using e-mail instead of U.S. mail when appropriate. Additionally, our focus has been on recruiting students as much as possible so that rather than reacting to the budget issues, we can be proactive in doing our part in addressing the underlying cause.

Future Goals

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Have you considered any action steps your department could make to enhance Indiana State University's reputation as a University of choice? If so, please indicate what you are planning to do and tell us which area of planning your steps fall under.

IE Because the Student Services Office is the clearinghouse for many questions that come to the College of Education, it is very important that the office continues to provide an inviting environment where visitors, both on the telephone and in person, can feel their needs are addressed. IE Advising is an important part of the responsibilities of professional staff in the Student Services Office. By providing students with an advisor with whom they can connect and with whom they can communicate easily and often, the advisors can play a role in student satisfaction and success. EP Student Services can play a supporting role with faculty program development by being a resource for licensing requirements. Also, because of its role with recruiting, ESS staff can provide feedback from potential students and their parents for faculty regarding program development.