

Section 5.4: Student Development Services

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Introduction

According to Angelo State University's mission statement, "Students are offered encouragement in their university lives through a variety of support services, such as financial aid, residence life, social and career development and counseling." These student services are designed to support the larger purpose of the University, which "strives to develop in its students those qualities which will enable them to enrich their personal lives, improve their abilities to serve and contribute to society, and become leaders in their professions and in their communities."

In recent years, the student services areas have been extending their programs, even in a period of relative stability in enrollment. Underserved groups have been identified and targeted for proper attention. Students' access to the Office of Student Life has greatly increased since that office moved to the Houston Harte University Center (UC) in the fall of 2001.

The Self-Study Steering Committee carefully examined the findings of the Student Services Subcommittee, and the Committee believes the University to be in full compliance with each of the criteria.

Additionally, the Dean of Student Life has requested that departments within the Student Affairs Team (composed of the Dean of Students, the Associate Dean of Student Life, the University Center Director, the Residence Life Director, the University Physician, the University Police Chief, the Director of Career Development, and the Food Services Director) seek a standard of compliance in addition to current SACS requirements. The Council for the Advancement of Standards (CAS) Professional Standards for Higher Education in Student Affairs are being used as this additional standard. The individual self-studies will be available as supplements to the institutional self-study.

5.4.1 Scope and Accountability

Student development services are essential to the achievement of the educational goals of the institution and should contribute to the cultural, social, moral, intellectual, and physical development of students.

To ensure effectiveness, the institution must develop goals for the student services program consistent with student needs and with the purpose of the institution.

The University is in compliance.

Each student services department submits an annual goals statement and action plan to the Vice President for University Relations and Development (VPURD). Each department assesses its achievement of its goals and files an annual report to the Institutional Effectiveness Advisory Committee for review. In addition, the VPURD is currently overseeing the composition of a master

plan that will guide the division over the next ten years. The committee developing the *Master Plan for University Relations and Development* expects to complete its work by the fall of 2001. The master plan will identify effective services to help students in their cultural, social, moral, intellectual and physical development.

The ACT Student Opinion Survey has been administered for the past fifteen years to determine whether student services meet student needs. Students have historically rated their satisfaction with student services very high. Appendix A of this section summarizes students' satisfaction with specific services. The results for 2000-2001 record satisfaction levels equal to or greater than the national average for all student services (this is typical of the results of this survey).

Appropriate student development services must be provided for distance learning programs as well as on-campus programs.

The University is in compliance.

Student development services for on-campus students include career development, personal counseling, health clinic, a university center and its programs, police outreach programs, student government, residence life, and financial aid.

For distance-learning students, career development, financial aid, academic advising, and some student life functions are accessible through interactive web sites, e-mail, and telephone contact. Professional counselors are reluctant to offer personal counseling in contexts other than face-to-face. The nature of the web-based nursing program, which offers instruction in selected courses to individual students in any location, precludes offering counseling by means of contractual arrangements in centers of distant-student populations, as there are no such centers. The other distance-learning program was so small (a peak enrollment of ten students in Stamford, Texas, in a program which has since been suspended) that contracted counseling services were not practical.

The University is aware of the necessity of providing this service if distance-learning programs are to be expanded.

The *Student Handbook 2001* (pp. 4-24) and the *2001-2003 Bulletin* (pp. 91-126) publish information on the several available services for on-campus students. A handbook for online nursing students, the only active distance-learning program, lists available services that may be accessed online (pp. 53-54). Distance learning is discussed more fully in Section 4.5.

The institution must clearly designate an administrative unit responsible for planning and implementing student development services.

The University is in compliance.

Section 54.503 of the Texas Education Code defines “student services” as follows:

Activities which are separate and apart from the regularly scheduled academic functions of the institution and directly involved or benefit students, including textbook rentals, recreational activities, health and hospital services, medical services, intramural and intercollegiate athletics, student publications, student government, the student fee advisory committee, student transportation services . . . , and any other student activities and services authorized and approved by the governing board of the institution.

The VPURD is the administrative officer responsible for planning and implementing most of the student development services mentioned above. The organizational status of the VPURD is commensurate with that of the other two vice presidents of the institution.

Thirteen different units constitute the division of University Relations and Development, including most of the student development services:

1. Intercollegiate Athletics: This department supervises such sports as football, softball, track and field, cross-country, volleyball, and men and women’s basketball.
2. Center for Career Development: This center provides professional employment assistance to University students and graduates.
3. Counseling Center: This center assists in such areas as stress management, test anxiety, and study skills.
4. Health Clinic: This clinic extends routine medical and minor emergency services.
5. The Houston Harte University Center: This building, which houses many student services, serves as the University’s community center.
6. University Police: This department coordinates public safety and parking.
7. Program Office: This office supports the University Center Program Council activities.
8. Student Life: This office voices the needs of students to the University community and sponsors student government.
9. Residence Life: This office provides for on-campus living and learning environment.
10. Financial Aid: This office coordinates financial support for students.
11. Risk Management: This office oversees safety and emergency procedure policies.
12. Development: This office solicits community support for University projects.
13. Alumni Affairs: This office facilitates contact with University alumni.

The last three are not concerned with student services and are therefore discussed elsewhere in this self-study report.

Each department in this unit submits an annual action plan to the VPURD, who coordinates the plans’ implementation.

The other student services listed above in the Texas Education Code are not included in ASU's student services unit. Intramural sports falls under the administrative jurisdiction of the Vice President for Academic Affairs, and the head of the Department of Kinesiology has direct supervision over this program. The bookstore is a contracted service, and there are currently no student transportation services.

Appropriate policies and procedures for student development programs and services must be established.

The University is in compliance.

Policies and procedures are recommended by student affairs department heads using input from eighteen standing committees concerned with matters of student development. These committees include Student Life, Food Services and Student Fee Advisory Committee and Publications Council. Students serve on all committees whose activities directly affect students except for the Student Financial Aid Committee and Residence Status Appeals Committee

Policies govern such matters as accommodations for students with disabilities, intramural sports, alcohol use, hazing, and privacy.

Procedures for student organizations, grievance handling, speech and assembly, and other matters of student rights and services have been established and are published in the 2001-2003 *Bulletin* (pp. 116-126) and *Student Handbook 2000-2001* (pp. 16-33), as are policies.

These services must be staffed by individuals who have academic preparation and experience consistent with their assignments.

Exceptional cases must be justified by the institution on an individual basis.

The University is in compliance.

The VPURD has worked for over thirty years in many areas of the University as a faculty member, as assistant to the President (nineteen years), as interim President (one-half year) and currently as the Vice-President for University Relations and Development (.5 years).

The academic preparation and experience of other student services directors are presented in the table below.

Table 5.4.1**Credentials of Student Services Directors**

Position	Education	Years of Experience in this service
Intercollegiate Athletics Men's Athletics Director	M.Ed. (Physical Education), B.S.	30
Women's Athletics Director	M.A.T (Physical Education), B.S.	31
Career Development	M.S. (Counseling), B.S.	7
Counseling Center	M.S. (Counseling Psychology), B.A.	23
Health Clinic (Physician)	M.D.	27
Clinic Coordinator	M.S. (Family Nurse Practitioner)	2
University Center	M.B.A (Management), B.S	19
Student Life Dean of Student Life	Ph D. (Counseling and Student Personnel), M.A., B.A.	23
Associate Dean	M.A. (Political Science), B.A.	24
Assistant Dean	M.S. (College Student Personnel), B.A.	3
University Police Chief	M.S. (Criminal Justice), B.S.	18
Program Office	M.Ed. (Guidance and Counseling), B.B.A.	17
Residence Life	M.A. (Educational Administration), B.F.A.	11
Financial Aid	B.A. (Psychology)	21
Director of Intramurals	M.S. (Human Performance and Recreation), B.S.	7

Personnel in the departments are hired according to qualifications. No exceptions have been noted.

Student development services and programs must be evaluated regularly.

The University is in compliance.

All student affairs departments must file annual Institutional Effectiveness reports which assess the achievement of objectives and record specific suggestions for improvement. Most of these include customer satisfaction surveys. Results are used to set new goals and may support budget requests for additional funding.

Each year during the spring semester the American College Testing Program Student Opinion Survey is administered. Student services departments use the findings of this survey to evaluate current services and programs and to improve them.

As part of the Student Affairs ongoing comprehensive program review process, each department must complete a very thorough self-study based on Council for the Advancement of Standards (CAS) or other appropriate accreditation association guidelines. The University's assessment officer, the

Coordinator of Institutional Effectiveness, assists in these reviews; consultants are also invited to strengthen the process.

5.4.2 Resources

Human, physical, financial and equipment resources for student development services must be adequate to support the goals of the institution.

Staff development should be related to the goals of the student development program and should be designed to enhance staff competencies and awareness of current theory and practice.

The University is in compliance

Service units which fall under the administrative jurisdiction of the VPURD's Office are the Center for Career Development; Men's and Women's Intercollegiate Athletics; University Police; the Houston Harte University Center (Contracted Food Service, Program Office); Student Life (Residence Life, Student Senate, Health Clinic and Counseling Center); and Office of Financial Aid.

Intramural sports falls under the administrative jurisdiction of the Vice President for Academic Affairs.

Each of these departments must submit annual Institutional Effectiveness reports connecting the mission of the department with the mission statement of the University; if resources are inadequate to support the University's goals as specified in the mission statement, those deficiencies are identified and corrected. Every department reporting to the VPURD now includes staff development as part of its statement of goals. Currently, the human, physical and equipment resources are adequate to support the goals of the University.

The VPURD distributes financial allocations derived from student service fees to support a wide-ranging selection of student service programs. These allocations totaled \$1,594,000.00 in the 1997-98 budget and increased to \$1,822,900.00 in the 2000-01 budget. These funds are adequate to meet the current needs of the division.

The very positive responses of students to satisfaction surveys indicate that the resources are adequate and are being used in ways that benefit students. The ACT Student Opinion Survey has been administered for the past fifteen years; the results for the most recent survey, Spring 2001 (see Appendix A), are historically typical.

As Table 5.4.2 below demonstrates, the self-study's surveys of undergraduate and graduate students also indicate that resources and services are adequate.

Table 5.4.2

Self-Study Survey of Undergraduate and Graduate Students

Scale: 1=strongly disagree; 3=not sure; 5=strongly agree

U=Undergraduate; G=Graduate

		% agree or strongly agree	Mean	Mode
<i>I am satisfied with</i>				
University Center	U	82.1	4.08	4
	G	78.3	4.06	4
University Bookstore—services	U	80.5	3.84	4
	G	78.4	3.88	4
Health Clinic	U	66.8	3.73	4
	G	60.7	3.60	4
Student Support Services	U	57.1	3.66	4
	G	63.6	3.74	4
Cultural Events/Programs	U	60.3	3.65	4
	G	63.0	3.72	4
Campus Security	U	64.7	3.65	4
	G	64.0	3.64	4
Career Center	U	54.0	3.63	3
	G	54.0	3.57	4
Financial Aid	U	66.3	3.60	4
	G	79.1	4.01	4
Bookstore—Prices	U	19.4	2.25	2
	G	30.6	2.41	1
ASU provides a healthy environment	U	90.3	4.16	4
	G	96.4	4.34	4
ASU provides a safe environment	U	87.3	4.12	4
	G	92.2	4.29	4

Human Resources

Intercollegiate Athletics is staffed to provide coaches and assistant coaches for every men's and women's athletic team. Approximately 70% of all student services fees is spent on intercollegiate athletics, commensurate with the effort to align men's and women's participation opportunities. This effort is discussed in further detail in Section 5.5 of this self-study report.

The Health Clinic is staffed with a three-quarter-time physician and a family nurse practitioner. Three full time registered nurses assist in providing health care at the Health Clinic along with one full time medical records clerk and one building attendant. The staffing is adequate.

Student Life is staffed with three full time professionals and two full time secretarial staff members. This office also hires a number of student assistants. This staffing is adequate for present needs, but improvements in wellness education, leadership development, personal counseling and issues dealing with non-traditional students will require expanded staff.

Residence Life is staffed with two full time professional staff in the central office and three area coordinators along with ten full time secretaries and clerks. These full time positions are supplemented with thirty-two resident assistants assigned to eight residence halls. The staffing is minimally adequate for the present, but should any new services be contemplated, additional staff must be hired.

The Program Office is staffed with two full time professional staff members and one full time secretary along with numerous student assistants. These resources are adequate given current funding provided through the University Center Fee. However, this service is so important for student life, particularly for retention, that a slightly expanded staff would be a good investment.

The University Police selects the best possible personnel and trains them to be service-oriented. In 2000-2001, police personnel consisted of nine full-time police officers, three dispatchers, and one office coordinator. The department has also developed a student officer program that includes approximately twenty current student assistants. This addition to the police force has greatly improved coverage of the police supervision on campus. The staffing is adequate.

Intramural Sports is staffed with a director and two graduate assistants. The role of the unit will expand when the newly constructed Junell Center becomes fully operational.

The Financial Aid Office (including the Carr Academic Scholarship program) currently has eleven professional staff adequate to fulfill their mission.

The UC has three professional operations personnel and one full time secretary. This office recently added an Assistant Director of Technology to support the additional technology related services at the UC, which were installed during the recent renovation. This staff is adequate to fulfill their mission, but the Director also has extensive responsibilities regarding some auxiliary services.

The Counseling Center located at the University Clinic is currently seeking one additional counselor who will help with an increased work load. Because of a heavy backlog of appointments for counseling, this demand has been supplemented with professional hourly scheduled counselors from off campus providers. If the hiring of an additional counselor is funded, the staff will be adequate although supplemental schedule should continue.

The Center for Career Development is staffed by three professional personnel. This staffing is adequate to their mission.

Physical Resources

After the *Master Plan for University Relations and Development* is approved (scheduled for fall 2001) assessment of facilities will be regularized. Current assessments by the subcommittee on student development services and the subcommittee on physical resources indicate that physical resources are adequate to support the goals of the University.

The UC, recently reopened after extensive renovation, serves as a community center for all members of the University and provides an informal setting for association outside the classroom environment. The Student Life offices have been relocated to the new UC to provide better access to services by the student body. The Student Senate's offices are housed in this facility, as are small offices for student organizations.

Career Development Services is housed in the UC. These facilities occupy almost twice the space as before the UC renovation. This facility is equipped with interview rooms and video conferencing services.

The Counseling Center recently moved from the basement of the library to larger quarters in the Health Clinic. This move allows privacy and confidentiality for students who seek the service.

Residence Life is currently undertaking a review for future construction needs for resident students. A delegation of nine staff and administrative personnel recently toured an innovative construction project at Prairie View A&M University as part of an initial planning session that will ultimately lead to the development of a *Residence Life Master Plan*.

Intramural Sports is currently the beneficiary of a major construction project that will add two new softball fields, two soccer fields and a rugby field. Intramural Sports is also expanding its mission to include club team sports. After the Junell Center/Stephens Arena (a multi-purpose sports complex) is complete, the current Human Performance Center (gymnasium complex) will be renovated to expand services for wellness and intramural sports activities.

Men's and Women's Athletics will be moved to new offices at the Junell Center, scheduled for completion November, 2001. This move will greatly improve office space as well as dressing room and competition space. The Center will include an additional auxiliary practice court along with a 5500 seat multi-purpose sports complex that will be used for lectures, concerts, conferences, and graduation ceremonies.

Financial Resources

The Division of University Relations and Development at ASU distributes substantial financial allocations (derived from student service fees) to support a wide-ranging selection of student service programs. These allocations totaled \$1,545,000.00 in the 1996-1997 budget, and the amount increased to \$1,822,900.00 in the 2000-2001 budget. While these funds are generally adequate to meet the current needs of the division, further funding increases are anticipated as the staffing and developmental needs of each area continue to grow.

Approximately 70% of all student services fees is spent on intercollegiate athletics. This puts a strain on resources for other student services.

Equipment Resources

Each service unit of the division has adequate equipment resources.

Student Life offers numerous video tapes and books which provide information about student development skills.

The Associate Dean of Student Life coordinates ADA Services that provide a Kursweil reading machine in the University library; this machine will scan a page of text and then read the page aloud to the student through headphones. A Clear View 517XL Video Magnifier is also located in the library; a second will be placed in the West Texas Collection by the beginning of Fall 2001. There are two personal amplification systems available for checkout to students for classroom use and one TDD (telecommunications device for the deaf) located in the Student Life Office. A membership with the Record for the Blind and Dyslexic enables Student Life to request books on tape. The Office of Student Life purchased the special tape players required for these tapes, and these players are checked out to students as needed. This equipment is described in the brochure titled "Services for Students with Disabilities at Angelo State University."

The Office of Career Development offers numerous video tapes and assorted publications which contain information on job skills and provide a video conferencing interview service. The Counseling Center has video tapes as well.

The Health Clinic is sufficiently equipped with computer capabilities and medical equipment. Health videos and related materials are also available.

All other departments have purchased sufficient equipment to enhance programs and services. Equipment resources in each department are adequate to fulfill the missions of the division and the University. Resources in the UC and the Junell Center are state-of-the-art.

5.4.3.1 Counseling and Career Development

Each institution should provide personal counseling services for students, as well as a career development program. An effective career development program should include career information and planning, placement services, career counseling, testing services, and follow-up activities. There should be clearly specified policies regarding the use of career development services by students, alumni and employers.

The University is in compliance.

The Counseling Center provides personal counseling services. The addition of a full-time counselor for 2001-2002 and the employment of part-time staff have enabled the center to offer standard counseling services to students requesting them and to develop outreach programs.

The Center for Career Development offers information on careers and career planning, as well as career counseling, testing and placement services. Policies define appropriate use of services and equipment by students and alumni, recruitment procedures for employers, students, and alumni, job posting guidelines, and the use of facilities and equipment for testing. The policies are available in the center and on the center's web site. Follow-up activities in the center include post-test evaluation and guidance, further instruction in interview skills and continued evaluation of each student's dossier.

Copies of the policies are available with the documentation for 5.4 .

5.4.3.2 Student Government, Student Activities and Publications

The institution must develop a statement of the student's role and participation in institutional decision-making.

The University is in compliance.

Participation in governance activities is open to all enrolled students at ASU. The students elect representatives to the Student Senate, which is the agent of student governance and the source of recommendations for students to serve on University committees. ASU's statement of the student's role and participation in institutional decision-making is printed in the *Student Handbook 2000-2001* (pp. 15-18).

Every standing university-level committee that regulates activities affecting students, with two exceptions (Student Financial Aid Committee and Residence Status Appeals Committee, which deal with matters involving students' privacy) includes at least one student in its official membership. These include the Judicial Board, the Committee on Student Life, Housing Committee, and the Student Fee Advisory Committee, among others. Every committee that allocates funding from student

fees includes students. The president of the Student Senate serves as a voting member of the Faculty Senate. The Committees and Councils list shows these committees.

The institution must have an activities program appropriate to its purpose and encompassing student interests.

The University is in compliance.

The UC Program Office and the Office of the Dean of Student Life provide activities that complement the academic program, promote a sense of community, and enhance the collegiate experience of students through the coordination of social, cultural, intellectual, recreational, and other programs. These two offices are responsible for such areas as leadership training, student governance, and Greek affairs. They also oversee student organizations and the UC Program Council. These activities are appropriate to the mission of the University, as is established by the annual Institutional Effectiveness reports.

Over seventy-five student organizations are chartered to operate on the ASU campus. These organizations include honor societies, professional associations, service leagues, social and political clubs, and special interest groups.

The programs include a broad variety of events that encompass student interests. The programs sponsored by the UC Program Council for 2000-2001 are listed in Appendix B. Additionally, programs are sponsored by fraternities and sororities, Residence Life, University Police, Counseling, Career Development, Intercollegiate Athletics, and the academic departments.

The institution must develop policies and procedures governing the supervisory role of the institution over student activities.

The University is in compliance.

The University has developed policies and implementation procedures governing the supervisory role of the institution over student activities. Among these are policies regulating organization sponsorship, requirements and procedures for coordinating registration, rules for the use of University facilities, guides for withdrawal of registration, and nondiscrimination requirements.

Each recognized ASU student organization must have a faculty or staff advisor who provides guidance to help ensure compliance with rules and regulations. The office of the Dean of Student Life maintains close contact with organizational advisors and provides assistance to them in the planning and coordination of organizations' activities.

The *Student Handbook 2000-2001* lists the policies as well as rules and regulations that govern student participation in campus activities (pp. 15-23).

The Board of Regents *Rules and Regulations*, Chapter VI-1 defines these policies in detail. General provision for campus activities are defined in the Board of Regents *Rules and Regulations*, Chapter VII.

When student publications or other media exist, the institution must provide a clearly written statement of the institution's responsibilities regarding them.

The University is in compliance.

The Publications Policies of ASU govern the student newspaper, the *RamPage*, and the student literary magazine, *Oasis*. According to the Publications Policies of ASU, the University is the publisher of the *RamPage* and is responsible for its contents. Publication policies are currently being revised and are scheduled for completion by fall 2001.

The Publications Council is responsible for developing and applying the publications policies. The eleven-member council is comprised of the director of publications, the dean of the College of Business and Professional Studies, the faculty adviser of the *Ram Page*, a professional representative from the newspaper industry, three faculty members and three students. One of the chief responsibilities of the council is that of appointing editors each spring for campus publications, based upon recommendations submitted by the Director of Publications. It also insures that the campus publications fulfill the educational objective for which they have been established, maintain high professional standards, and see print in a manner consistent with the 1924 Canons of Journalism and the Basic Statement of Principles covering editorial writing.

The *RamPage*, the *Oasis*, Ram Radio, Stream Video, and all other publications are operated under the authority granted to the Publications Council.

5.4.3.3 Student Behavior

ASU assumes that all students have a serious purpose and a sincere interest in their own social and intellectual development. They are expected to learn and cope with problems in an intelligent, reasonable, and considerate manner and to respect the rights of others. Students must obey the laws and ordinances of the nation, the State of Texas, and the community, as well as University regulations and policies. When students violate these laws and regulations, they are subject to such reasonable disciplinary actions as the University administration may consider appropriate (*2001-2003 Bulletin*, p. 126).

All student behavior and discipline issues are handled through the Student Life Office under the direction of the Associate Dean of Student Life.

The institution must publish a statement of student rights and responsibilities and make it available to the campus community.

The University is in compliance.

Students at ASU are expected to be fully acquainted with and comply with all published policies, rules and regulations of the University, as well as all federal and state laws (*Student Handbook 2000-2001*, p. 27). Policies, rules, and regulations are clearly defined in the *Student Handbook 2000-2001* ("Student Conduct and Discipline," pp. 27-29).

Students' rights are listed in the *Student Handbook 2000-2001*, p. 30-32. This statement of students' minimal rights is the one approved by The Texas State University System's (TSUS) Board of Regents. TSUS legal counsel has advised component universities not to alter this description.

Students have the right to expect that their grievances will be resolved fairly and promptly. The grievance procedure is described in the *Student Handbook* (p. 45-46; grade grievances p. 47) and online at http://www.angelo.edu/publications/student_handbook/99-00/45.htm. Section I of this self-study report contains a full discussion of this policy.

These procedures exclude those accused of academic dishonesty; academic departments generally deal with such cases. Only when departments feel that further disciplinary action is necessary do they refer such incidents to the Associate Dean of Student Life (*Faculty-Staff Handbook*, V-12).

The *Student Handbook 2000-2001*, which lists student rights and responsibilities, is widely distributed throughout the campus. Students may obtain copies in the Student Life Office, the UC, the residence halls, the campus police station, and on the ASU web site (http://www.angelo.edu/publications/student_handbook/99-00/01.htm). Additionally, new handbooks are distributed to academic departments yearly.

The jurisdiction of judicial bodies (administrative, faculty and student), the disciplinary responsibilities of institutional officials, and all disciplinary procedures must be clearly defined and broadly distributed.

The University is in compliance.

Descriptions of judicial bodies, disciplinary responsibilities and procedures are clearly defined in the *Student Handbook 2000-2001* ("Student Conduct and Discipline," pp. 27-33).

Disciplinary procedures are specifically outlined under “Procedures for Administration of Discipline” (pp. 30-33). These procedures govern every institution in The TSUS; the name of the judicial bodies and institutional officials are not specific to ASU. The TSUS legal counsel has advised all component universities not to alter this description.

As just mentioned, the *Student Handbook* is widely distributed throughout the campus. Students may obtain copies in the Student Life Office, the UC, the residence halls, the campus police station, and on the ASU web site (http://www.angelo.edu/publications/student_handbook/99-00/01.htm). Additionally, new handbooks are distributed to academic departments yearly.

5.4.3.4 Residence Halls

If an institution has residence halls, it must develop policies and procedures governing them and must take reasonable precautions to provide a healthful, safe and secure living environment for the residents.

The University is in compliance.

Policies and procedures governing residence halls are published in the *Residence Hall Handbook*, listed on the housing contract, and enumerated in the *Student Handbook 2000-2001* (pp. 18-53; especially see p. 20). The *Residence Hall Handbook* is distributed to all residence hall tenants at check-in. Additional copies are available at each residence hall desk for reference purposes. The *Handbook* is updated annually and reviewed by University administration and The TSUS legal counsel. Any changes implemented at mid-year are distributed via mail or room-delivery to each residence hall student.

Reasonable precautions are taken to provide a healthful, safe, and secure living environment for residents through many security devices. Measures include patrolling the campus around the clock and providing late night escorts (a duty of the police), staffing desks, securing buildings through card/PIN access, mounting video cameras, installing fire sprinkler systems, and upgrading alarm systems and smoke detectors. Staff live in the buildings and participate in an on-call system (that includes pagers and posting telephone numbers) to insure that there is someone available to assist students around the clock. In addition, a visitation policy is provided for the residence halls. Programs already in place include safety training for the staff as well as the residents.

Students feel that the campus environment is safe and secure, according to the student opinion survey (see Appendix A) and the self-study student surveys (see above).

The learning environment in the residence hall must support the educational mission of the institution.

The University is in compliance.

In addition to maintaining the physical environment of the residence halls, resident assistants provide programs that focus on different student development issues. The first floor meeting of each semester is mandatory, and a student who does not attend loses his or her visitation privileges. Safety instruction and policy matters are explained in this initial meeting. Residents are urged to make residence life a living/learning experience. Policies to control noise, behavior, and guest conduct as well as to support an environment of respect for education are explained at this initial meeting.

The residence halls are in the process of being wired for direct, in-room Internet access; this long-term project will be completed as soon as possible. Work on Carr and Massie Residence Halls and the Vanderventer Student Apartments has been completed, as well as on the Men's High Rise and two floors in the Women's High Rise. Computers have been installed in the informal lobbies of the Men's high Rise and the Women's High Rise for convenient access to every program available from the microcomputer laboratories. The residence halls' Internet access will be addressed further in the *Residence Hall Master Plan*, currently in development.

Special interest housing was recently implemented to group together those students with specific areas of academic interest. Study rooms are available to residents in each of the halls to provide a quiet environment for study. Paid tutors in mathematics, English and German are also available to residents upon request. This is an experimental program initiated during the Spring 2001 semester; the subject areas were requested by the dormitory residents and the tutors were identified by the Departments of Mathematics, English, and Modern Language.

An adequate staff organization should be given responsibility for the administration of the residence hall system. The staff should have sufficient academic training and experience to enhance the learning environment in the residence halls.

The University is in compliance.

Job descriptions are currently on file and are being reviewed at all levels of the Residence Life unit. In general, it is felt that they are adequate and comparable to job descriptions for similar institutions. Educational requirements for all positions are also being studied, especially those for area coordinators. Comprehensive in-service and training sessions are required of the resident assistants as well as a required 2.0 cumulative GPA and satisfactory completion of a full-time course-load each semester.

The training of resident assistants has been rather rudimentary. A new comprehensive staff development program developed for the fall of 2000 has improved retention of R.A.s. This program requires two weeks' (eighty hours) inservice training.

5.4.3.5 Student Financial Aid

The institution should provide an effective program of financial aid consistent with its purpose and reflecting the needs of its students. Effective program administration should include counseling students on the efficient use of their total financial resources.

The Financial Aid Office is a student service organization which provides financial assistance to students who, without funding, would be unable to pursue their educational goals. The Financial Aid Office is responsible for planning and implementing financial aid services to support the mission of the University. Scholarships are awarded for academic excellence, athletic performance, Reserve Officer Training Corps, and in specific interest areas. The Carr Academic Scholarship program, a unique and generous endowment dedicated to helping worthy and deserving students, is administered from this office. The office can arrange emergency short-term loans for those facing unexpected setbacks as well as general student loans and grants-in-aid.

This office maintains a web site to assist both on-campus and distance-learning students. Policies and procedures for financial aid services are available through the Financial Aid Office or online at http://www.angelo.edu/services/financial_aid/.

Financial aid counseling is available upon request in the Financial Aid Office. Federal loan regulations require counseling prior to receiving loan funds. Upon filing for graduation, all students receive exit counseling to notify them of their financial aid responsibilities to ASU. A student failing to meet a financial aid requirement is called before an appeals committee which counsels the student on his or her financial aid status.

As the Student Opinion Survey shows (see Appendix A), students find the financial aid programs effective.

There must be provision for institution-wide coordination of all financial aid awards.

The University is in compliance.

ASU provides institution-wide coordination of all financial aid awards through the Office of Financial Aid. These awards include grants, scholarships, loans, and work-study programs. Federal, state, and institutional agencies provide sources for financial aid awards. Pell and state grant programs, the Carr Academic Scholarship program, the guaranteed student loan program, and the federal work-study program comprise the majority of financial aid awards at ASU.

All funds for financial aid programs must be audited in compliance with all federal and state requirements.

The University is in compliance.

Financial aid services are evaluated regularly. All funds for financial aid programs are audited in compliance with federal and state requirements. The State of Texas audits financial aid programs using a weighted-system sample. The most recent state audit conducted by the Office of the State Auditor occurred in June 1998. There were no negative findings.

The University conducts an internal audit of financial aid every two years through the Office of the Internal Auditor. Audit reports are kept in the Financial Aid Office and the Office of the President.

An institution with Title IV programs must comply with the regulations in the student loan programs as established under Title IV of the 1992 Higher Education Amendments.

The University is in compliance.

Title IV programs comply with student loan regulations established under Title IV of the 1992 Higher Education Amendments. Loan default rates vary from 6.4% to 10.5% for 1991-1997. The current loan default rate as of 1/13/2001 is 4.0% compared to a 19.9% default rate for all Texas schools.

5.4.3.6 Health Services

An institution must provide access to an effective program of health services and education consistent with its purpose and reflecting the needs of its constituents.

The University is in compliance.

The University Health Clinic is available to all currently enrolled students. The clinic provides outpatient care Monday through Thursday 8:00 a.m. to 6:00 p.m., and Friday 8:00 a.m. to 5:00 p.m. during the two long semesters when school is in session. Weekend hours were discontinued because they were not demanded, but students can use the emergency referral system through the University Police or the residence halls staff. Hours vary during summer school sessions.

Clinic services are provided by one staff physician, one nurse practitioner, three nurses, and one licensed counselor. The clinic also offers pharmacy services and health education, as well as many diagnostic services and treatments appropriate on an episodic outpatient basis. It is not intended to substitute for the health maintenance care provided by the student's primary care provider. However, it can provide invaluable service for the student who cannot see his or her private physician because

of time restraints or distance. All health problems that cannot be treated in the clinic are referred off-campus for further evaluation or treatment as deemed necessary by the clinic staff. The clinic examined 7,881 students in the 1999-2000 school year and 4,259 students in the fall of 2000.

There is no charge for examination, diagnosis, or consultation services provided by the clinic staff. However, there may be charges for injections or other medications not stocked in the pharmacy. Students referred by the clinic staff for health care services to an off-campus health care provider are responsible for all related costs; however, the University will reimburse the student up to \$70.00 per illness (if there is a remaining balance after filing on personal insurance) on referrals if a student is referred by appropriate University staff. Details on reimbursements are available to students from the Office of the Dean of Student Life.

All medications stocked in the health clinic and prescribed by a University physician will be provided to students at no cost. Prescriptions requiring medications that are not stocked in the clinic must be paid for by students themselves. The clinic provides vaccinations (including flu shots) and the meningococcal vaccine in accordance with the American College Health Association.

For an annual premium of less than \$400, the University provides optional insurance via The Harbour Group, L.L.C., to all students enrolled in six or more semester credit hours. During both the school term and vacation periods, the plan provides accident and illness insurance which supplements the Health Clinic's services in major surgical, medical, and accident benefits. Students who do not carry other comprehensive health insurance are strongly urged by the University to enroll in a health care insurance plan, as the clinic cannot provide hospitalization or comprehensive health care coverage.

The clinic offers informational workshops at the residence halls and advises students on a host of medical issues of personal concern and research related issues. A video library and private viewing room are available for students.

The Office of Student Life offers a Health Week which has included Safe Spring Break (Department of Transportation); Beer Goggles (a virtual world drunken experience designed to show students they lose abilities when drunk); Mocktails (designed to show students how to have fun without drinking); Healthy Eating seminar; Health Fair (featuring thirty-nine Concho area health organizations and agencies providing information booths); Cancer Memorial Wall (with proceeds going to the American Cancer Association); and Spring Break Blowout (with fun activities encouraging a safe and healthy break).

Additionally, the University has been involved with programs of broad educational value, such as Aids Awareness Week, and Violence Awareness Week. Student Opinion Survey results reflect overall satisfaction with health services and the health insurance program (see Appendix A.)

5.4.3.7 Intramural Athletics

Intramural sports programs contribute to the personal development of students and should be related to the total program of the institution. These programs should be appropriately funded.

ASU's mission statement affirms the importance of athletics in stating that "[c]ultural and athletic programs supplement academic programs to increase students' awareness of healthy and complete lifestyles."

Intramural programs are funded through the student services fee. According to the Director of Intramurals, funds received have been adequate to conduct the programs. The standard used to determine funding depends on participation numbers, hours of competition, past participation rate and number of fields or courts in use.

The Department of Intramurals and Recreation offers opportunities for education and recreation to currently enrolled ASU students, eligible faculty and staff, and special groups. The programs include instructional classes, intramurals, wellness, aquatics, aerobics, open recreation, and fitness. The staff are instructed to stress participation; level of skill or fitness is not as important as the opportunity and desire to use the facilities.

A copy of the policy and procedural manual that outlines hiring of employees, job descriptions, rules and regulations governing student intramural activities, and other information regarding these activities is stored with the self-study documentation for this section.

Appendix A

Student Survey Responses

Each spring semester, ASU students participate in the American College Testing Program Student Opinion Survey (SOS). In January 2001, 48.7% of the those enrolled (2757 students) completed the SOS. The sample was generally representative of the ASU student body. Twenty-one College Service and 42 College Environment items were rated on a Likert scale from 1 (very dissatisfied) to 5 (very satisfied).

Of the College Service items, all but parking facilities was rated above a 3.0. Also, the ASU College Service item means were the same (only one item) or higher than the item means for 1) a sample of public institutions and 2) a national sample, including public and private institutions.

All of the College Environment items were rated above a 3.0, and almost all of the ASU College Environment means were above those for the public college and national college samples. Two ASU means were 0.01 below their national college sample counterparts, and a third ASU mean was equal to its national college counterpart.

Appendix A—Table 1

Self-Study Student Development Data

(1- Very Dissatisfied, 3-Neutral, 5- Very Satisfied)

	<i>Number Responding</i>	<i>ASU Average</i>	<i>ASU 10-year Average</i>	<i>Public College Mean</i>	<i>National College Mean</i>
5.4.2 Resources					
Concern for you as an individual	>1683	3.66	3.64	3.39	3.53
Racial Harmony	>1683	3.85	3.76	3.66	3.69
Attitude of non-teaching staff towards students	>1683	3.71	3.67	3.52	3.60
Condition of buildings & grounds	>1683	3.96	4.00	3.63	3.68
Study areas	>1683	3.82	3.79	3.71	3.71
Personal safety on campus	>1683	3.80	3.79	3.66	3.67
Parking facilities and services	2266	2.67	2.77	2.48	2.63
Student union (Houston Harte)	>1683	3.69	3.56	3.57	3.50
Career planning services	357	3.92	3.81	3.57	3.60
Job placement services	137	3.66	3.65	3.40	3.40
Rules governing student conduct	>1683	3.65	3.58	3.51	3.47

	<i>Number Responding</i>	<i>ASU Average</i>	<i>ASU 10-year Average</i>	<i>Public College Mean</i>	<i>National College Mean</i>
5.4.3.2 Student Government, Activities and Publications					
Opportunity for involvement in campus activities	>1683	3.73	3.69	3.65	3.71
Cultural programs	325	3.81	3.89	3.61	3.56
Sponsored social activities	966	3.84	3.80	3.69	3.66
Student government	>1683	3.49	3.47	3.36	3.40
Student voice in college policies	>1683	3.39	3.36	3.20	3.22
Campus media	>1683	3.62	3.57	3.53	3.51

Self-Study Student Development Data

(1- Very Dissatisfied, 3-Neutral, 5- Very Satisfied)

	<i>Number Responding</i>	<i>ASU Average</i>	<i>ASU 10-year Average</i>	<i>Public College Mean</i>	<i>National College Mean</i>
5.4.3.4 Residence Hall					
Hall services & programs	1110	3.49	3.43	3.32	3.39
Availability of student housing	>1683	3.60	3.55	3.39	3.42
Hall rules & regulations	>1683	3.29	3.30	3.18	3.18
5.4.3.5 Student Financial Aid					
Financial aid services	1723	4.07	3.91	3.62	3.65
Availability of financial aid info prior to enrolling	>1683	3.77	3.62	3.50	3.58
5.4.3.6 Health Services					
Personal counseling services	384	3.94	3.86	3.57	3.61
Student health services	1358	3.81	3.83	3.68	3.62
Health insurance program	231	3.82	3.63	3.22	3.24
5.4.3.7 Intramural Athletics					
Recreations & intramural programs & services	1051	4.09	4.10	3.90	3.85

Appendix B

Programs Sponsored by University Center Program Council 2000-2001

ARTS COMMITTEE

September 9-10	Trent Graphics Poster Sale
September 14	Craig Karges, Mentalist
Month of October	Houston Harte Art Exhibit – UC Art Gallery
October 6	Houston Harte Exhibit Reception – UC Art Gallery
November 2	Night of Poetry & Music
Jan. 16-Feb. 16	Bolivian Art Exhibit
January 25	Spencer's Theater of Illusion
January 29	Bolivian Art Exhibit Reception
February 19-20	Trent Graphics Poster Sale
February	Conceptual Art Show – Mr. Vinklerek's class
March 9-10	Bill Erwin / Twisted Twain theater production
March 19-April 6	Kappa Pi Art Show
March 19	Opening of Kappa Pi Art Contest/Reception
April 9—May 4	10 th Annual Ceramic Invitational Art Show
April 18	Night of Poetry and Music
April 25	Caricature Artists

CULTURAL COMMITTEE

October 30- Nov 2	Dia De Los Muertos Celebration
November 29	International Celebrations
February 13	Todd Green – SAISD Workshop
February 13	Todd Green Public Performance

ENTERTAINMENT COMMITTEE

August 30	Club Café featuring Wine Field
September 13	Big Fun Olympics
September 29	Club Café with Mike Rayburn
October 3	Casino Night
October 25	Club Café with Rick Kelley
November 29	Club Café with Songwriters in the Round
January 31	Club Café with Howie Day
February 28	Club Café with Zane Williams
March 28	Club Café with Andrew Dykers
April 11	18 th Annual Student Talent Show
April 25	Club Café

FILMS COMMITTEE

September 28	Screwed
October 13	Friday the 13 th Marathon
October 30	Pitch Black
Sept thru Dec	Fall Video Library
Jan thru May	Spring Video Library

HOSPITALITY COMMITTEE

August 31	Coke & Popcorn Giveaway
October 4	Snappy Shots
October 7	Family Day Tours
October 28	UCPC/UC Reunion Building Tours
October 31	Halloween Candy Giveaway
November 11	UC Tours prior to College Daze
November 27	Christmas Tree Trimming Party
February 14	Valentine's Day Pics
April 24	Stress Free Zone

RECREATION COMMITTEE

September 16	4 on 4 Volleyball Tournament
October 17	Free Throw Tournament
November 6	Ping Pong Tournament
November 13	Pool Tournament

SPEAKERS COMMITTEE

August 29	Creative Dating with David Coleman
October 4	Dr. Patch Adams
February 21	"Beware of the Binge" with Comedian Bernie McGrenahan
March 6	"Eat Right, Feel Good, Look Great!" - Deanna Latson

EXECUTIVE COMMITTEE

Aug. 21-22	UCPC Fall Training Retreat
Aug. 27-28	Fish Splash
September 13	Student Organizational Round Up
October 8-12	NACA Regional Conference
October 19	Recruitment Training Session
October 28	Homecoming UCPC/UC Worker Reunion
November 11	Caricature Artist at College Day
November 16	Time Management Training Session
November 17	UCPC Recruitment Info Table / coke and popcorn giveaway
January 12	UCPC Spring Training Retreat

February 1	Web Page Training Session
February 6	UC Fee Training Session
Feb. 23-28	NACA National Convention
February 24	College Daze (Alley Cats for entertainment, Hospitality for tour guides)
March 1	Leadership Opportunity Session
March 21	Leadership Opportunity Session

COSPONSORSHIP EVENTS

UC Grand Opening Ribbon Cutting

Opera Theatre Monologues

Jazz Band Performance

ASU Choir Performance

Findings

Section 5.4: Recommendations and Suggestions

The Self-Study Steering Committee has determined that the University is in compliance with the *Criteria* and therefore offers no recommendations.

However, the Committee offers the following suggestions:

1. If services are to be extended for some underserved populations, such as non-traditional students, commuters, international students, or if student leadership development opportunities and wellness initiatives are expanded, sufficient staff must be added.
2. Because intercollegiate athletics continues to use a growing percentage of allocation from the student services fee, other avenues of support for essential student services programs should be identified.

5.4: Student Development Services Compliance Table

Must Statement	Compliance Status	Documentation
5.4.1 Scope and Accountability		
<i>To ensure effectiveness, the institution must develop goals for the student services program consistent with student needs and with the purpose of the institution.</i>	In Compliance	<ul style="list-style-type: none"> • Departmental Goals Statements • Institutional Effectiveness Reports
<i>Appropriate student development services must be provided for distance learning programs as well as on campus programs</i>	In Compliance	<ul style="list-style-type: none"> • E-mail memo from Cleave Pool • Student Handbook 2000-2001 (pp. 4-24) • 2001-2003 Bulletin (pp. 9-26) • Online Handbook for nursing students (pp. 53-54)
<i>The institution must clearly designate an administrative unit responsible for planning and implementing student development services.</i>	In Compliance	<ul style="list-style-type: none"> • Organizational Chart
<i>Appropriate policies and procedures for student development programs and services must be established.</i>	In Compliance	<ul style="list-style-type: none"> • Angelo State University Committees and Councils Index • 2001-2003 Bulletin (pp. 116-126) • Student Handbook 2000-2001 (pp. 16-33) • Departmental Policies & Procedures
<i>These services must be staffed by individuals who have academic preparation and experience consistent with their assignments.</i>	In Compliance	<ul style="list-style-type: none"> • Résumés
<i>Student development services and programs must be evaluated regularly.</i>	In Compliance	<ul style="list-style-type: none"> • Institutional Effectiveness Reports • ACT Student Opinion Survey (Appendix A) • Consultant's Report
5.4.2 Resources		
<i>Human, physical, financial and equipment resources for student development services must be adequate to support the goals of the institution.</i>	In Compliance	<ul style="list-style-type: none"> • Texas Education Code Section 54.503 • ACT Student Opinion Survey (Appendix A) • Self Study Survey (Undergraduate) • Self Study Survey (Graduate) • Summary Budget of Student Services Fees • “Services for Students with Disabilities at Angelo State University”

Must Statement	Compliance Status	Documentation
5.4.3.1 Counseling and Career Development		
<i>Each institution should provide personal counseling services for students, as well as a career development program. An effective career development program should include career information and planning, placement services, career counseling, testing services and follow-up activities. There should be clearly specified policies regarding the use of career development services by students, alumni and employers.</i>	In Compliance	<ul style="list-style-type: none"> • Career Development Office Policies
5.4.3.2 Student Government, Student Activities and Publications		
<i>The institution must develop a statement of the student's role and participation in institutional decision-making.</i>	In Compliance	<ul style="list-style-type: none"> • Student Handbook 2000-2001 (pp. 15-18) • Angelo State University Committees and Councils
<i>The institution must have an activities program appropriate to its purpose and encompassing student interests.</i>	In Compliance	<ul style="list-style-type: none"> • 2001-2003 Bulletin (pp. 123-124) • Student Handbook 2000-2001 (p. 16) • UCPC Program List (Appendix B)
<i>The institution must develop policies and procedures governing the supervisory role of the institution over student activities.</i>	In Compliance	<ul style="list-style-type: none"> • Student Handbook 2000-2001 (pp. 15-23) • Board of Regents Rules and Regulations, VI-1 • Board of Regents Rules and Regulations, VII
<i>When student publications or other media exist, the institution must provide a clearly written statement of the institution's responsibilities regarding them.</i>	In Compliance	<ul style="list-style-type: none"> • Publications Policies • Memorandum from Director of Publications
5.4.3.3 Student Behavior		
<i>The institution must publish a statement of student rights and responsibilities and make it available to the campus community.</i>	In Compliance	<ul style="list-style-type: none"> • 2001-2003 Bulletin (p. 126) • Student Handbook 2000-2001 (pp. 45-47) • Compact with Texans • Faculty-Staff Handbook, V-12
<i>The jurisdiction of judicial bodies (administrative, faculty and student), the disciplinary responsibilities of institutional officials, and all disciplinary procedures must be clearly defined and broadly distributed.</i>	In Compliance	<ul style="list-style-type: none"> • Student Handbook 2000-2001 (pp. 27-33)

Must Statement	Compliance Status	Documentation
5.4.3.4 Residence Halls		
<i>If an institution has residence halls, it must develop policies and procedures governing them and must take reasonable precautions to provide a healthful, safe and secure living environment for the residents.</i>	In Compliance	<ul style="list-style-type: none"> • Residence Hall Handbook • Student Handbook 2000-2001 (pp. 18-53) • ACT Student Opinion Survey (Appendix A) • Self-Study Survey (Undergraduate) • Self Study Survey (Graduate) • Housing Contract
<i>The learning environment in the residence halls must support the educational mission of the institution.</i>	In Compliance	<ul style="list-style-type: none"> • Housing Contract
<i>An adequate staff organization should be given responsibility for the administration of the residence hall system. The staff should have sufficient academic training and experience to enhance the learning environment in the residence halls.</i>	In Compliance	<ul style="list-style-type: none"> • Job Descriptions
5.4.3.5 Student Financial Aid		
<i>There must be provision for institution-wide coordination of all financial aid awards.</i>	In Compliance	<ul style="list-style-type: none"> • Manual of Financial Aid Policies and Procedures • “Financial Aid at Angelo State University” • ACT Student Opinion Survey (Appendix A) • Summary of Institutional Data, Section 8 • Summary of Institutional Data, Section 9
<i>All funds for financial aid programs must be audited in compliance with all federal and state requirements</i>	In Compliance	<ul style="list-style-type: none"> • Manual of Financial Aid Policies and Procedures • “Financial Aid at Angelo State University” • Audit by Office of State Auditor • Audit by Internal Auditor
<i>An institution with Title IV programs must comply with the regulations in the student loan programs as established under Title IV of the 1992 Higher Education Amendments.</i>	In Compliance	<ul style="list-style-type: none"> • School Fact Sheets, Texas Guaranteed Student Loan Association
5.4.3.6 Health Services		
<i>An institution must provide access to an effective program of health</i>	In Compliance	<ul style="list-style-type: none"> • Health Clinic Homepage • “Important Immunization

Must Statement	Compliance Status	Documentation
<p><i>services and education consistent with its purpose and reflecting the needs of its constituents.</i></p>		<p>Information for Students at Angelo State University”</p> <ul style="list-style-type: none"> • “Student Accident and Sickness Insurance 2000-2001” • ACT Student Opinion Survey (Appendix A) • Student Handbook 2000-2001(pp. 5-6) • Bulletin 2001-2003(p. 120)
<p>5.4.3.7 Intramural Athletics</p>		
<p><i>Intramural sports programs contribute to the personal development of students and should be related to the total program of the institution. These programs should be appropriately funded.</i></p>	<p>In Compliance</p>	<ul style="list-style-type: none"> • Department of Intramurals and Recreation Staff and Student Handbook • Bulletin 2001-2003 (p.125) • Student Handbook 2000-2001 (pp. 10-11)