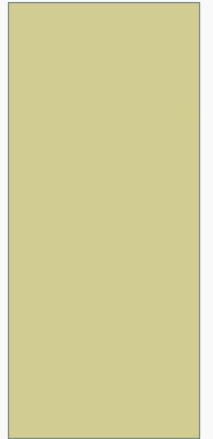


# DEAN OF STUDENTS PROGRAM ASSESSMENT

PATRICK JUSTICE



# HISTORY BEHIND THE PROGRAM

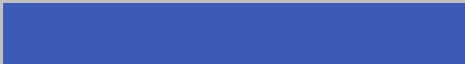

- This program, now five years into its implementation, has succeeded in and grown upon the goal of having a peer to peer format for collecting feedback about Campus Life services.
- This project allows for quantitative feedback on the programs and services to make its way to the Executive Directors who can institute substantive change.











# METHODOLOGY













- The survey questions, which measure student awareness, usage, and satisfaction of Campus Life Services, were administered during the Winter 2014 and Spring 2014 quarters
- Ten Campus Life Ambassadors administered surveys by approaching undergraduate students at random on campus
- Survey respondents were kept confidential
- Once respondents completing a hard copy of the survey, the ambassadors would input the student survey into the online survey system administered by UCSC's IRAPS office

# PROGRAM ASSESSMENT DATA

2. Are you an:  
(Respondents could only choose a **single** response)

| Response                       | 20% 40% 60% 80% 100%   | Frequency              | Count       |
|--------------------------------|--|------------------------|-------------|
| <b>Undergraduate student</b>   |  | <b>93%</b>             | <b>1411</b> |
| Undergraduate Transfer student |   | 7%                     | 104         |
| Graduate student               |  | 0%                     | 0           |
|                                |  | <b>Valid Responses</b> | <b>1515</b> |

| Response      | 20% 40% 60% 80% 100%  | Frequency              | Count       |
|---------------|---|------------------------|-------------|
| <b>Porter</b> |    | <b>14%</b>             | <b>215</b>  |
| College 8     |    | 8%                     | 118         |
| Crown         |    | 9%                     | 133         |
| College 9     |   | 11%                    | 160         |
| Cowell        |  | 9%                     | 133         |
| Stevenson     |  | 11%                    | 172         |
| Oakes         |  | 10%                    | 144         |
| Merrill       |  | 9%                     | 138         |
| College 10    |  | 14%                    | 212         |
| Kresge        |  | 6%                     | 87          |
|               |   | <b>Valid Responses</b> | <b>1512</b> |

| Response                 | 20% 40% 60% 80% 100%  | Frequency              | Count       |
|--------------------------|---|------------------------|-------------|
| African/African American |    | 7%                     | 99          |
| Asian/Asian American     |    | 24%                    | 352         |
| <b>Caucasian</b>         |    | <b>37%</b>             | <b>537</b>  |
| Chicana/o                |   | 10%                    | 148         |
| International            |  | 1%                     | 10          |
| Latina/o                 |  | 22%                    | 322         |
| Middle Eastern           |  | 3%                     | 46          |
| Multiethnic              |  | 5%                     | 74          |
| Native American          |  | 2%                     | 29          |
| Pacific Islander         |  | 3%                     | 42          |
| Unknown                  |  | 1%                     | 12          |
| Other (specify)          |  | 3%                     | 40          |
|                          |   | <b>Valid Responses</b> | <b>1444</b> |

# RETENTION SERVICES

| Are you aware of these programs/<br>services?             |     | Class Level |           |        |        |
|---|-----|-------------|-----------|--------|--------|
|   |     | Frosh       | Sophomore | Junior | Senior |
| African American Resource & Cultural Center (AARCC)       | Yes | 43%         | 50%       | 49%    | 63%    |
| American Indian Resource Center (AIRC)                    | Yes | 21%         | 31%       | 32%    | 41%    |
| Asian American/Pacific Islander Resource Center (AA/PIRC) | Yes | 43%         | 51%       | 43%    | 60%    |
| El Centro: Chicano Latino Resource Center (CLRC)          | Yes | 43%         | 53%       | 45%    | 69%    |
| Cantu Queer Center LCRC                                   | Yes | 49%         | 62%       | 59%    | 67%    |
| Disability Resource Center (DRC)                          | Yes | 60%         | 75%       | 68%    | 83%    |
| Women's Center  | Yes | 49%         | 50%       | 49%    | 61%    |
| Educational Opportunity Programs (EOP)                    | Yes | 61%         | 71%       | 59%    | 80%    |
| Learning Support Services (LSS)                           | Yes | 52%         | 63%       | 62%    | 79%    |
| STARS: Services for Transfer and Re-entry Students        | Yes | 27%         | 24%       | 42%    | 57%    |
| Career Center   | Yes | 84%         | 86%       | 90%    | 99%    |

| Are you aware of these services?                          |     | EOP student? |     |        |
|---|-----|--------------|-----|--------|
|   |     | Yes          | No  | Unsure |
| African American Resource & Cultural Center (AARCC)       | Yes | 65%          | 47% | 40%    |
| American Indian Resource Center (AIRC)                    | Yes | 43%          | 29% | 11%    |
| Asian American/Pacific Islander Resource Center (AA/PIRC) | Yes | 60%          | 44% | 51%    |
| El Centro: Chicano Latino Resource Center (CLRC)          | Yes | 71%          | 48% | 32%    |
| Cantu Queer Center LCRC                                   | Yes | 74%          | 56% | 38%    |
| Disability Resource Center (DRC)                          | Yes | 78%          | 71% | 66%    |
| Women's Center  | Yes | 61%          | 51% | 40%    |
| Educational Opportunity Programs (EOP)                    | Yes | 93%          | 58% | 51%    |
| Learning Support Services (LSS)                           | Yes | 76%          | 64% | 41%    |
| STARS: Services for Transfer and Re-entry Students        | Yes | 48%          | 35% | 25%    |
| Career Center   | Yes | 96%          | 88% | 85%    |

# HEALTH SERVICES - CAPS

| Are you aware of these services?                        |     |       |           |        |        |
|---|-----|-------|-----------|--------|--------|
|   |     | Frosh | Sophomore | Junior | Senior |
| Counseling and Psychological Services (CAPS)            |     |       |           |        |        |
|   | Yes | 73%   | 74%       | 85%    | 81%    |
| Daytime Crisis Services                                 |     |       |           |        |        |
|   | Yes | 26%   | 34%       | 35%    | 33%    |
| Nighttime Crisis Services                               |     |       |           |        |        |
|   | Yes | 29%   | 37%       | 35%    | 36%    |
| Initial Phone Appointment and Assessment                |     |       |           |        |        |
|   | Yes | 16%   | 23%       | 23%    | 34%    |
| Educational Workshops (i.e., stress, test anxiety)      |     |       |           |        |        |
|   | Yes | 31%   | 47%       | 41%    | 55%    |
| Group Counseling (i.e., eating disorders, grief & loss) |     |       |           |        |        |
|   | Yes | 26%   | 37%       | 36%    | 49%    |
| Individual Counseling                                   |     |       |           |        |        |
|   | Yes | 59%   | 60%       | 66%    | 73%    |
| Psychiatry Services                                     |     |       |           |        |        |

# SOMECA SERVICES

- These services include

1. Are you aware of UCSC's:

(Respondents could only choose a **single** response for each topic)

|  |          | Yes   | No    | Total |
|--|----------|-------|-------|-------|
| Student Media (City on a Hill Press, KZSC, SCTV)     | Count    | 244   | 75    | 319   |
|  | % by Row | 76.5% | 23.5% |       |
| Student Organization Advising and Resources (SOAR)   | Count    | 262   | 57    | 319   |
|  | % by Row | 82.1% | 17.9% |       |
| Cultural Arts and Diversity (Rainbow Theatre, AATAT) | Count    | 209   | 111   | 320   |
|  | % by Row | 65.3% | 34.7% |       |

4. Are you likely to recommend this service/program to another student?

(Respondents could only choose a **single** response for each topic)

|  |          | Yes   | No    | Total |
|--|----------|-------|-------|-------|
| Student Media (City on a Hill Press, KZSC, SCTV)     | Count    | 172   | 81    | 253   |
|  | % by Row | 68.0% | 32.0% |       |
| Student Organization Advising and Resources (SOAR)   | Count    | 189   | 70    | 259   |
|  | % by Row | 73.0% | 27.0% |       |
| Cultural Arts and Diversity (Rainbow Theatre, AATAT) | Count    | 181   | 57    | 238   |
|  | % by Row | 76.1% | 23.9% |       |

# OPERS SERVICES

4. Are you likely to recommend this service/program to another student?  
(Respondents could only choose a **single** response for each topic)

|  |          | Yes   | No    | Total |
|--|----------|-------|-------|-------|
| National Collegiate Athletic Association (NCAA)  | Count    | 127   | 108   | 235   |
|  | % by Row | 54.0% | 46.0% |       |
| Sports Club Program  | Count    | 161   | 81    | 242   |
|  | % by Row | 66.5% | 33.5% |       |
| Intramural Sports Program  | Count    | 209   | 47    | 256   |
|  | % by Row | 81.6% | 18.4% |       |
| Physical Education Program   | Count    | 182   | 62    | 244   |
|  | % by Row | 74.6% | 25.4% |       |
| Recreation Department classes, workshops, outings, and/or events   | Count    | 224   | 40    | 264   |
|  | % by Row | 84.8% | 15.2% |       |
| Wellness Center (gym)  | Count    | 277   | 15    | 292   |
|  | % by Row | 94.9% | 5.1%  |       |
| OPERS East Field House (gymnasium, activities and martial arts rooms, studies, tennis courts, other sports fields, track, etc) | Count    | 284   | 14    | 298   |
|  | % by Row | 95.3% | 4.7%  |       |
| Olympic-sized swimming pool next to East Field House   | Count    | 236   | 26    | 262   |
|  | % by Row | 90.1% | 9.9%  |       |
| OPERS West Gymnasium   | Count    | 203   | 48    | 251   |
|  | % by Row | 80.9% | 19.1% |       |
| OPERS West Tennis Courts   | Count    | 200   | 49    | 249   |
|  | % by Row | 80.3% | 19.7% |       |
| OPERS Boating Center   | Count    | 136   | 79    | 215   |
|  | % by Row | 63.3% | 36.7% |       |



# DEAN OF STUDENTS SERVICES

## 4. Are you likely to recommend this service/program to another student?

(Respondents could only choose a **single** response for each topic)

|   |          | Yes   | No    | Total |
|---|----------|-------|-------|-------|
| Dean of Students                                    | Count    | 174   | 89    | 263   |
|   | % by Row | 66.2% | 33.8% |       |
| Student Fee<br>Advisory<br>Committee (SFAC)         | Count    | 77    | 48    | 125   |
|   | % by Row | 61.6% | 38.4% |       |
| Student Regent<br>Position                          | Count    | 91    | 62    | 153   |
|   | % by Row | 59.5% | 40.5% |       |
| Student Volunteer<br>Center (SVC)                   | Count    | 168   | 57    | 225   |
|   | % by Row | 74.7% | 25.3% |       |
| Student<br>Emergency<br>resources (Care<br>Program) | Count    | 90    | 40    | 130   |
|   | % by Row | 69.2% | 30.8% |       |
| Campus Elections                                    | Count    | 176   | 100   | 276   |
|   | % by Row | 63.8% | 36.2% |       |
| The Student<br>Judicial Affairs<br>Office           | Count    | 85    | 69    | 154   |
|   | % by Row | 55.2% | 44.8% |       |
| Hate-Bias<br>Response Program                       | Count    | 89    | 40    | 129   |
|   | % by Row | 69.0% | 31.0% |       |

# RETENTION DATA

- *When asked, “What were your primary reasons for attending UCSC?” a majority of respondents (52%) reported “The Campus”*
- *When asked, “What are your plans at UCSC?” a majority of respondents (91%) reported “Graduate with a degree”*
- *When asked, “Have you ever thought of leaving UCSC?” a majority of respondents (68%) answered “No”, and of the (29%) of respondents that answered “Yes” (37%) reported that they would only leave temporarily*
- *When asked, “Why have you considered leaving UCSC?” a majority of respondents (38%) reported that “It wasn’t the right fit” while (25%) of respondents reported “other” extenuating circumstances such as “family”, “location”, and “personal problems”*
- *When asked “If you have ever thought of leaving, but stayed, why?” a majority of respondents (43%) reported that they had “connected with a community” while (34%) of respondents reported “other” reasons such as “El Centro”, “A/BSA”, and “LSS/MSI”*

# MY SINCERE THANKS

- I would like to thank my mentor **Lucy Rojas**. Without her help, I could not honestly say that I would be the man I am today -Thank You, Lucy
- I would like to thank **Alma Sifuentes** for providing me with encouragement and support on an administrative level
- I would like to thank the employees of the Dean of Students Office, for their continual support and good faith

I HOPE YOU'VE ENJOYED MY  
PRESENTATION

