



STUDENT AFFAIRS  
ASSESSMENT

# Closing the Loop

Spring 2005-06

## What Employers are Looking for...

Dr. Emanuel Contomanolis, Associate Vice President and Director of Cooperative Education and Career Services reported on the findings of an annual employer survey conducted by the National Association of Colleges and Employers (NACE). This survey identifies common trends in employer ranking of specific skills/competencies by importance. Items are ranked by the employers on a 1-5 scale with 5 being of the highest importance.

The 2006 results rank these skills in the following order:

- Communication Skills (4.7)
- Honesty/Integrity (4.7)
- Teamwork Skills (4.6)
- Strong Work Ethic (4.5)
- Analytical Skills (4.4)
- Flexibility/Adaptability (4.4)
- Interpersonal Skills (4.4)
- Motivation/Initiative (4.4)
- Computing Skills (4.3)

- Detail-Oriented (4.1)
- Organizational Skills (4.1)
- Leadership Skills (4.0)
- Self-Confidence (4.0)
- Well mannered/polite (3.9)
- Friendly, outgoing personality (3.8)
- Tactfulness (3.8)
- Creativity (3.6)
- GPA (3.0 or higher) (3.5)
- Entrepreneurial/risk taker (3.2)
- Sense of Humor (3.2)

Obviously these rankings are generalized across many fields of work and will vary by profession or industry standard, however, these results do show the importance of the “soft skills”. Much of the work of student affairs professionals is designed to assist and encourage students in their personal development, teamwork, leadership and other factors highlighted in this report!



## What's inside...

Best Practices in Assessment from RIT 2

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**DON'T MISS THE APRIL 25TH DIVISION MEETING!  
THE STUDENT AFFAIRS LEARNING COMMUNITY WILL BE SHARING  
THE RESULTS OF THEIR RESEARCH AND EXPLORATION ON THE  
TOPIC OF WOMEN IN HIGHER EDUCATION AND LESSONS FOR  
STUDENT AFFAIRS.**

MEMBERS INCLUDE: Karen Quinn, Carrie Christian, Phyllis Walker, Rhonda Laskoski, Jeff Sulik, Lynne Mazadoorian, Dawn Soufleris with Donna Rubin and Nicole Boulais as facilitators.



## QUALITY MANAGEMENT: BEST PRACTICES FROM THE STUDENT HEALTH CENTER

The Quality Management and Improvement Committee (QMI) oversees continuous quality improvement through a program that links peer review, professional development and risk management in an organized, systematic way. The purpose of the quality improvement program is to provide a mechanism for objectively and

systematically monitoring and evaluating the quality and appropriateness of patient care and education activities, pursuing opportunities to improve patient care and education activities, and resolving identified problems.

The Quality Improvement process is coordinated by a multi-disciplinary group of SHC staff. The administration and

coordination of monitoring and evaluation activities assures that all activities are performed, necessary information is communicated, status of problems is tracked, organization-wide review of performance is obtained and there is annual review of the plans, objectives, scope, organization and effectiveness.



Welcome...

Cristian Gajate, 4th year IT student working as a coop for assessment and technology projects. His major projects include redesign of the divisional assessment website, support for the Student Contact Manager system, analysis and reporting for TRiO's pilot program using new Breeze online software, and enhancements to the Learning Power Online website for the Academic Support Center !



## ASSESS-FEST: BEST PRACTICES FROM FIRST YEAR ENRICHMENT

The FYE program hosted its first annual "Assess-fest" on April 14th to review all the assessment data collected this year in the program. The Assess-fest was a full day with attendance by all full-time FYE instructors, program director and members of the FYE Assessment Committee as well as the divisional assessment coordinator.

In preparation for this day, all participants were given an assessment packet of reports containing the results of all

data collected this past year in FYE. For both Fall and Winter quarters, this included: FYE course evaluations, the FYE Pre and Post-test, FYE individual coaching assessments, FYE grade and GPA reports, CIRP data and end of quarter instructor data. The participants reviewed all of these reports before attending Assess-fest.

At Assess-fest, the participants were separated into teams which reviewed each data report and worked within their team to analyze and interpret the data. Each

team reported back to the larger group with their analysis of the data and recommendations for revision in use or instrument for the following school year. We are hoping that this day will greatly assist the FYE program in most effectively using the data collected this past year to tailor our curriculum and coaching practices to best meet the needs of 1<sup>st</sup> year students. We look forward to continuing this event in coming years.

## BENCHMARKING AT THE STUDENT HEALTH CENTER

The Student Health Center again participated in the annual ACHA (American College Health Association) Pap Test and Sexually Transmitted Infection (STI) Survey. We have participated in this particular survey for ten years and have found it to be very helpful in tracking trends and comparing our practices with those at other colleges.

This year the survey was conducted completely online for the first time, resulting in 135 responses, up from 85 last year. The responding institutions were diverse in size of student population, number of staff and scope of health care offered. Enrollment ranged from 836-51,827 students with a mean of 15,049, approximately the size of the R.I.T. population.

Survey questions elicited information regarding various professionals of women's health care and types of tests performed, rationale for their timing and use and follow-up of abnormalities. This year for the first time the Thin Prep Pap test, a new liquid-based collection system, was reported as the primary collection method by the majority of colleges. Use of the Thin Prep was initiated here at the Student Health Center in 2002, putting us at the forefront of institutions using this advanced test for diagnosis of cervical abnormalities. Information

was also solicited about rationale for selection of a particular pap test procedure, timing of the pap and follow-up.

RIT numbers of normal and abnormal pap smear tests were comparable to those of other institutions. An important question currently under discussion around the country and at colleges in particular involves when to initiate pap testing in young women. One of the goals of the ACHA survey was to highlight and reinforce new ASCCP (American Society for Colposcopy and Cervical Pathologists) guidelines. Current recommendations are to do the first pap within 3 years of first vaginal intercourse or at age 21. Previously it was recommended that young women obtain this care as soon as she became sexually active or at age 18. The survey demonstrates wide variations from the guidelines. SHC's Women's Health Clinic has been moving closer to the guidelines in the past two years, which has drawn a favorable response from students as well as being cost conscious. Following these guidelines also decreases the need for expensive follow-up testing, avoids unnecessary patient anxiety and reduces possibly unnecessary treatments of the cervix which could have long-term consequences.



### Professional Development Opportunities in Assessment

#### **Assessment, Accountability, & Retention in the Learning College**

**June 16-19, 2006**  
**JW Marriott Resort & Spa at Desert Ridge**  
**Phoenix, AZ**

**For more information go to the conference website at : <http://www.assessconf.net/>**

#### **ACPA Student Affairs Assessment Seminar**

**June 21-23, 2006**  
**Penn State Conference Center and Hotel**  
**State College, PA**

**For more information go to the conference website at: <http://www.myacpa.org/pd/assessment/>**

## STUDENT AFFAIRS ASSESSMENT

Phone: 585-475-4895  
Fax: 585-475-4888  
E-mail: nabcst@rit.edu

### Closing the Loop

#### Student Affairs Assessment

#### Closing the Loop

#### Plan-Do-Assess-Improve-Plan...

**Mission:** Student Affairs Assessment assists in the planning and coordination of center evaluation and assessment activities in order to meet divisional goals. Services, events and programs are periodically assessed to determine the degree to which these efforts are successful in: meeting student learning outcomes; enhancing student satisfaction; fostering student growth and development; and facilitating student success and retention.

#### Goals:

- To fully embed assessment into the division culture
- To enhance the compilation and sharing of student data
- Provide and encourage continuing professional development in the area of assessment
- Development and use of technology to support assessment efforts

### What is the SCM Project and does it matter to me??

The Student Contact Manager Project is a Student Affairs and ITS initiative to develop and deliver a comprehensive data management system designed to assist faculty/staff in the collection and analysis of information related to student engagement. Data collected or generated by this system will allow appropriate personnel to track both individual student data for the purposes of improved service and satisfaction, as well as to study aggregate information for the purpose of program and student development evaluation.

There is a division-wide committee made up of representatives from each functional area working on this system. If you are interested in more information about how this system will interface with your area in the future, please check with your center representative or a member of the steering committee!

#### Center Representatives:

International Student Services—Lilli Jensen  
Center for Campus Life—Ryan Giglia  
Orientation— Kerry Hughes  
Center for Residence Life—Jeff Sulik  
RLI & CSC—Molly McGowan  
Margaret's House— Deborah Bullock  
English Language Center—Jo Cone  
Student Health Center— Julie Leonardo  
Counseling Center— John Weas  
Athletics and Recreation— Jen Lewis  
SCCMS— Maureen Glegg  
Women's Center— Florinda Cardenas  
Disability Services— Susan Ackerman  
TRiO— Dave Watson  
First Year Enrichment—Dan Hickey  
HEOP— Joe Williams  
Academic Support Center—Birgit Coffey  
Vice President's Office— John Weas

#### Steering Committee:

Joshua Bauroth  
Susan Donovan  
Julie Leonardo  
Dave Watson  
Nicole Boulais

