<table>
<thead>
<tr>
<th>Divisional Goal</th>
<th>Goal</th>
<th>Strategies</th>
<th>Intended outcomes (those listed in the Planning Document)</th>
<th>Unintended/Other outcomes (not listed in the Planning Document)</th>
<th>Evidence of whether or not outcomes were achieved*</th>
<th>How will your assessment data shape this strategy in the future?</th>
<th>How did this strategy support the Strategic Plan? The Vision for Students?</th>
<th>If you did not undertake the strategy please explain</th>
</tr>
</thead>
</table>
| Create a service-oriented culture in all units | RSO - Increase communicatio and training efforts with advisors | 1. Create an online handbook for Advisors  
2. Develop a series of “roundtable” workshops  
3. Send a monthly newsletter to inform advisors of important information and | 1. Advisors have a clear understandin of University expectations and student direction.  
2. Advisors can provide necessary guidance and support to | Through the Advisor Survey that we administered in November, 70% of respondents noted that they were aware of the advisor handbook and of that, 57% had utilized the resource. | Although we implemented the “roundtable” strategy, the attendance for this initiative was quite low. For this reason we do not intend to continue with this service. However through the | | Understandi ng and Managing Self:  
Through a higher level of advisor guidance, students will become more effective leaders |
| Increase the number of students participating in key* co-curricular | **RSO** - Provide additional resources to organizations outside of current mandatory | 1. Create an online handbook for Student Organizations  
2. Develop a series of training | Students will demonstrate basic leadership skills such as: delegation, effective | 1. An increase in programming done by student organizations | Through the RSO Survey that we administered in November, 75% of respondents | The attendance for training sessions was quite low. Using this information | **Succeeding as a Professional**: Understand the concept of

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83% of respondents agreed that the monthly newsletter was useful and 97% noted that e-mail is their preferred method to receive information relevant to their role as RSO advisor. We intend to continue with this effort through the 2011-2012 academic year. Additionally, we will utilize e-mail to communicate the resources available to advisors as this was noted to be the “preferred method of communication.”

Advisor Survey we have identified those online tutorials may be a more utilized resource and we intend to pursue this option.
activities and programs
* [Number of Students involved in Registered Student Organizations]

workshop sessions

meeting management, and communication.

noted that they were aware of the student handbook and that, 71% of those students had used the handbook. And the feedback we received from the RSO survey, we have determined that we will not continue with this strategy but rather offer more online opportunities. Additionally, we will utilize e-mail to communicate the resources available to student organizations as this was noted to be the “preferred method of communication.”

professional identity and develop appropriate professional behaviors

Create a service-oriented culture in RSO –

Encourage the use of UC space by

1. Foster an environment of innovation & discussion to

The ability to examine current operating

1. Clarity for RSOs of University policy and

All RSO spaces were occupied and used during

Increase the advertising for the space availability

Engaging Others in a Diverse World:
<table>
<thead>
<tr>
<th>all units</th>
<th>RSO’s</th>
<th>Challenges the way we currently operate</th>
<th>Procedures, and adapt to a new environment/new way of doing things</th>
<th>Procedures</th>
<th>the 2010-2011 academic year</th>
<th>and work with the UC staff to ensure an early timeline for the space allocation process.</th>
<th>Establish a connection to the University of Memphis</th>
</tr>
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<tbody>
<tr>
<td>Create a service-oriented culture in all units</td>
<td><strong>SEA - Enhance training for organizations proposing for SEA funds, to include more intensive event planning understanding</strong></td>
<td>1. Collaborate with UC staff on training 2. Involve SEA committee in training</td>
<td>Students will recognize and apply effective program planning skills such as publicity, promotion, logistics, and budget management</td>
<td>1. Clarity for RSOs of University policy and procedures 2. Increased quality of SEA proposals</td>
<td>UC staff was invited to attend the mandatory RSO workshops to present policy &amp; procedure information.</td>
<td>We will continue to collaborate with the University Center staff to communicate operational information to RSOs.</td>
<td><strong>Succeeding as a Professional</strong>: Understand the concept of professional identity and develop appropriate professional behaviors</td>
</tr>
<tr>
<td>Create a service-oriented culture in all units</td>
<td><strong>SEA - Revise accountability measures for RSOs that receive SEA funding.</strong></td>
<td>1. Have consistent evaluation methods for SEA committee members [rubric] 2. Increase requirements for accountability</td>
<td>Students will have a better understanding of accountability and the role that plays in a workplace setting</td>
<td>1. Heightened quality of events [according to the SEA Committee evaluation]</td>
<td>All organizations that receive funding are required to submit an “actual spent” budget, a piece of each</td>
<td>We have made improvement in this area; however we recognize that we have more progress to be made in</td>
<td><strong>Understanding and Managing Self</strong>: Demonstrate autonomy and personal responsibility</td>
</tr>
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</table>

We have made improvements in this area; however we recognize that we have more progress to
List any awards or other notable accomplishments by the department, individual staff, or students.

Laura Hoffman served as the Communications Coordinator for the National Association for Campus Activities Central Regional Conference in October and began her role as Educational and Professional Development Coordinator for the region in January. Laura also served as a team member for the Rotary Group Study Exchange and on faculty for Pi Kap College.

Angie Norwood served as a resume reviewer with the Career Preparation Center at the National Association for Campus Activities National Convention.