

# Office of Student Life



Principal Investigator: Christina Van Wingerden; Assessment & Training

Assistant Dean of Students: Michael Sledge

Poster Made By: Kyra Oziel. Dean of Students Assessment, Training & Special Projects

The Office of Student Life is always looking to improve their service to the Western Washington University community and to understand and meet the needs of those who seek out their services.

To support the mission and goals of the department an assessment was conducted in May 2015 to examine faculty and staff usage of the Office of Student Life.

## Mission

The Office of Student Life empowers student learning and development by helping students successfully navigate the university and ensuring compliance with campus- community standards.

## Goals 2015-16

- Review organizational structure of the Unit
- Prepare for revisions to the Student Rights and Responsibilities Code
- Continue to improve the student conduct process for reporting sexual misconduct
- Determine how to sustain suicide prevention activities after the suicide prevention grant ends

## Goals 2016-17

- Implement new student conduct code
- Transition out of suicide prevention grant and search for new prevention coordinator
- Continued outreach to faculty regarding OSL resources and support
- Overhaul of Clery and CSA training and support system
- Overhaul OSL website

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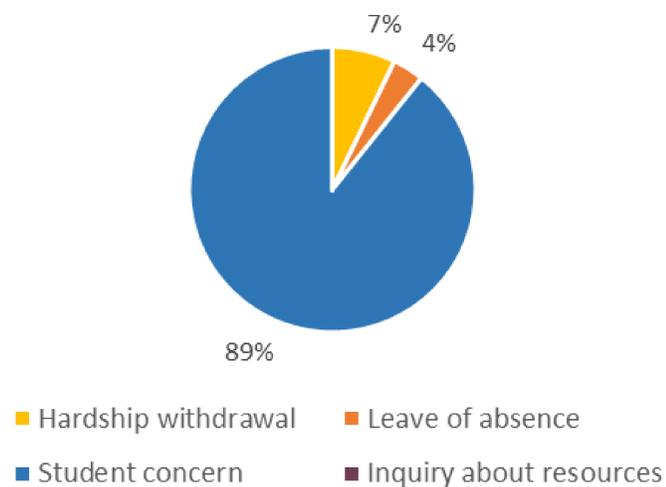
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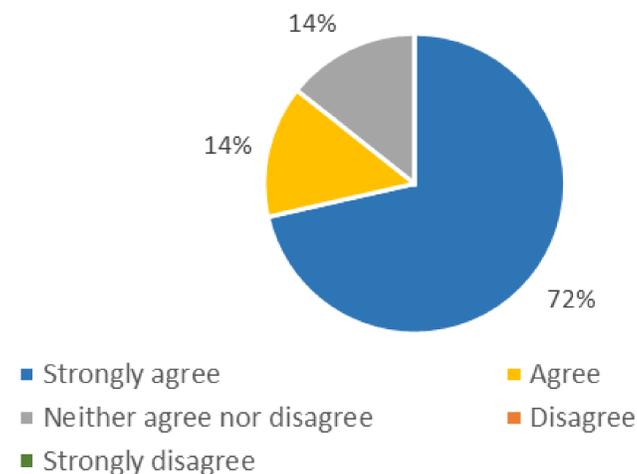
## Assessment of Satisfaction and Use among Faculty and Staff

The main focus of the assessment was aimed at determining why faculty and staff contacted the Office of Student Life; the level of satisfaction with the outcome of the contact, and satisfaction with the communication between Office of Student Life staff and the faculty/staff contacting the office or in other words, “closing the loop” on the question/need/service requested of the faculty/staff contact.

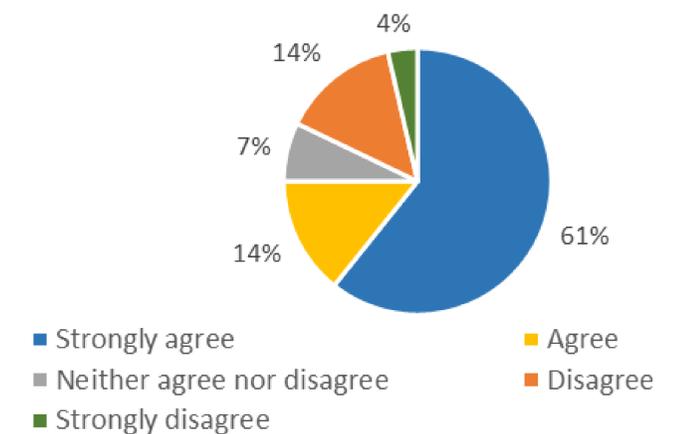
What was your reason for contacting the Office of Student Life?



To what extent do you agree with the following statements? - I feel good about the outcome that resulted from working with the Office of Student Life.



To what extent do you agree with the following statements? - The Office of Student Life successfully closed the loop in communication between their office and faculty and staff.



## Recommendations Based on Assessment Results and Qualitative Data Collected

- Create guidelines for faculty related to “how to respond to students and what to expect”
- Provide faculty with training and information on what to do in the event a violent student confronts or threatens a staff member
- Review of the website and access to contact information in an attempt to reduce confusion
- Provide more training to RAs or counselors who work with students in the residence halls to strengthen the link between the Office of Student Life and the RA role with students and ensure that students receive the follow up help they need