

Portland-Metro Student Services Assessment Plan 2019-2024

Outcomes + Goals

Student Engagement & Support	AY19-20	AY 20-21	AY 21-22	AY 22-23	AY 23-24
<p>Objective</p>	<p>Continue to engage busy students.</p>	<p>Create clear department goals connected to Oregon Tech Strategic Plan + specific assessment measures.</p> <p>Continue weekly text message “nudges” specific to PM.</p>	<p>All departments complete a full assessment cycle during AY 21-22.</p> <p>Continue Owl2Owl text program + add app posts; work with PM Academic Advising & Retention (Kelly) to craft these messages and create a calendar.</p>	<p>Provide robust student engagement programming calendar through SIB</p>	<p>Provide robust student engagement programming calendar through SIB</p> <p>Implement consistent assessment of programming</p>
<p>Outcome/ Progress</p>	<p>Ongoing</p>	<p>Career Services completed clear department goals/assessment mechanisms.</p> <p>SIB, CARES/ACES, ISS, VSS worked toward this goal throughout 20-21. PM continued Owl2Owl texting program (more info in the STST section).</p>	<p>CS Offered workshop series in advance of spring career fairs.</p> <p>CS Held marathon resume reviews for students at KF and PM campuses.</p> <p>Supported continued direct service with remote work, return to work, and 100% staff turnover</p> <p>SIB, CARES/ACES, ISS, VSS worked toward this goal</p> <p>PM continued Owl2Owl texting program and continued engagement through STST.</p>	<p>ASOIT PM led several major campus needs assessments including:</p> <ul style="list-style-type: none"> - Academic Townhall - Course Modality Survey - Engagement questionnaires - Event feedback - Tuition and Fees conversations 	

Objective	Successfully launch Oregon Tech app and drive usage.			Distribute app access to more users representing departments/ organizations. Increase app usage and knowledge of app features.	Implement new Dynamic Audiences feature to proactively engaged specific student cohorts
Outcome/ Progress	<p>Users activity</p> <ul style="list-style-type: none"> • Campus Wall Views – 304,332 • Total Conversations – 22,980 • Peer-peer messages – 22,643 	See Student Involvement & Belonging goals and assessment measures.	See SIB EOY report.	Onboarded Library, MESA, and Advancement staff and club leaders to post directly to the app and engage community.	
Objective	Participate in website redesign.	Develop TECHWeb and App to fill gaps created by new website. Align App with new website.	Monitor connection between the website, TECHweb, and the app to ensure alignment with shifting department needs/goals.	Update PM pages to provide visually appealing and helpful information.	Work with MarCOPA to identify assessment measure of PM webpages
Outcome/ Progress	Kim actively participated in the committee.	Completed	PM SS, SIB, and CS webpages updated	PM SS, SIB, ASOIT, Counseling, and CS webpages updated	
Objective	Student veterans on the Portland-Metro campus have knowledge and access to resources they need to maintain personal wellness and achieve their academic goals.	<p>Fall 20 – implement services/resources designed to meet the needs of veteran students.</p> <p>Analyze data from Qualtrics survey to determine student needs. Consider how research fits in with data from survey and open forums.</p> <p>Determine if we have enough</p>	Students continued to share the challenge of finding the Veterans Resource Center (2 nd floor, back hallway) and additional space is needed to serve increasingly large student population.	Director of Veterans Resource Center, Don Stockton, continues to seek input from student population and visits PM campus regularly to provide direct student support to military-affiliated students.	Identify potential service gaps and assess need for staffing.

		data/feedback/research to develop a strategic plan to better serve the needs of our veteran students.			
Outcome/ Progress	<p>Spring 19 & Fall 2019 – collect data through open forums and surveys</p> <p>Winter & spring 20 – Develop overall plan for servicing the needs of veteran students</p> <p>Host open forums for student veterans to collect feedback regarding veteran student needs</p> <p>Administer Qualtrics survey to collect feedback from veteran students regarding student needs and knowledge of available benefits.</p>	<p>Research services/resources offered at for veteran students serving similar types of students</p>	<p>New space identified on the first floor. Successful hire of Director of Veterans Resource Center, Don Stockton.</p> <p>Successfully engaged in an in-person commencement with a veteran's reception prior to commencement that was successful for veterans and their family members.</p>	<p>Veterans Resource Center relocated to the 1st floor for more visibility and accessibility for military-affiliated students. The new VRC opened January 25, 2023 with three student staff members.</p>	
Objective	<p>International students at the Portland Metro campus are knowledgeable and have access to resources they need to maintain personal wellness and achieve their academic goals.</p>	<p>Implement revised plan for meeting the needs of international students.</p> <p>Assess effectiveness of current communications plan (from recruitment through active student status) and resources/services for international students</p>	<p>Analyze qualitative and quantitative data from focus groups and Qualtrics survey to determine priorities for improving communication and services for international students.</p>	<p>Project remains on hold due to staffing changes and vacancies</p>	<p>Project remains on hold due to staffing changes and vacancies</p>

		through focus groups. Collect quantitative data regarding current communications plan and services through a Qualtrics survey.			
Outcome/ Progress	Developed plan for serving the needs of PM international students.				
Objective	Transfer students have the tools, resources, and knowledge to begin their academic experience at the Portland Metro campus.	Assess and improve student satisfaction levels with the implementation of professional advising and other services designed to meet transfer student needs.	Project remains on hold due to staffing changes and vacancies	Project remains on hold due to staffing changes and vacancies	Project remains on hold due to staffing changes and vacancies
Outcome/ Progress	Collect feedback from current transfer students regarding gaps in knowledge of academic program requirements, registration logistics and campus resources. Info included in Fall 19 survey/focus groups mentioned above.				

Staffing	AY19-20	AY 20-21	AY 21-22	AY 22-23	AY 23-24
Objective	Hire a new Associate Dean.	x	Hire a new Associate Dean.	Transition role to Executive Director after role vacancy	Fill full-time leadership role at PM
Outcome/ Progress	Completed	x	Completed	Josie continues to serve in interim capacity.	
Objective	Promote Coordinator to Associate Director of Campus Life.	Restructure PM SIB to align with KF	Fund .5 FTE SIB Coordinator (22-23) through PM IFC	Provide robust student engagement offerings at scale that is sustainable	Transition to 1 FTE SIB for PM campus. Hire student staff to

		Promote APA to APS		with size of team	work with SIB (Asst. Director).
Outcome/ Progress	Completed	Completed	Completed 21-22: 68 events provided		
Objective	Maintain professional development even with budget cuts – become metrics/data driven.	Provide monthly PD opportunities through team meetings focused on assessment + strategic plan initiatives. Support (at least) annual individual PD opportunity for professional staff.	Expand PMSS to include ACES (Pablo) and Academic Advising & Retention (Kelly) + PM Leadership (Lara).	Identify specific PD opportunities to support skill development for PMSS staff, specifically identify assessment trainings and student services best practices.	
Outcome/ Progress	Ongoing. A December 2019 staff retreat focused on learning outcomes/assessment for programs.	Given the events of 2020-2021, PMSS professional development focused on serving students during a pandemic and shared DEI work. The PMSS meetings expanded to include representation from key areas at PM: Faculty (Andi F.), Admissions (Ryan D.), Fin.	Learning outcomes were foundational to programming design but specific program assessment was not built into the programming. Three PMSS staff attended NCORE to improve recruiting, engagement and retention of BIPOC students. Additional work in this area is needed in order to support assessment and accreditation.	PD for ED of PMSS at NASPA national conference (assessment sessions) PD for SIS Coordinator through literature (assessment), webinars	
Objective	Create student staff training manuals for each area + incorporate diversity training.	Incorporate DEI professional development and conversations regularly into PMSS meetings.	Incorporate DEI professional development into student-centered support services, student programming,	Project remains on hold due to staffing changes and vacancies	Project remains on hold due to staffing changes and vacancies

			and leadership development.		
Outcome/ Progress	Completed for Student Service areas.	Completed. <ul style="list-style-type: none"> • White supremacy culture conversation with Delfine Frank, 3/16/21 • Debrief Walida's lecture, 2/9/21 • DEI Committee happenings ala Iona, 10/20/20 • PRIDE Week trivia/conversation 10/6/20 Convocation speakers – how does this apply to our shared work? 9/22/20	Celebrated Women's History Month, Black History Month, and Pride with programming at PM campus. Three PMSS staff attended the National Conference on Race and Ethnicity to better prepare to meet this outcome. Encouraged diverse candidates to apply for ASOIT leadership positions with 75% selection of BIPOC candidates for office in 22-23.		
Objective	Advocate for an academic advisor	Collaborate with the Rock/continue advocacy within PM Leadership Team.	Collaborate/support the Academic Advisor, Kelly Sullivan, as much as possible.	Maintain excellent relationship with Academic Advisor, Kelly Sullivan, to provide holistic student support Work with Kelly to draft position description for additional FTE for advising, retention initiatives, and academic success (tutoring, supplement instruction)	Maintain excellent relationship with Academic Advisor, Kelly Sullivan, to provide holistic student support.
Outcome/ Progress	Ongoing	Completed thanks to Dr. Afjeh's advocacy with Dr. Mott.	The advisor serves on SST, STST, and the Student Services and Partners team.	Kelly was an active participant on PM SST and provided regular updates and	

			The advisor and ADOS collaborated on a white paper to identify academic barriers to student retention at PM.	interventions for students needing additional academic support and guidance.	
Objective		Assess staffing priorities for PM from a student perspective— Academic Advising, Financial Aid, Registrar Support, etc.	Identify service gaps due to vacant positions for the counselor, career advisor, and PMSS APA.	Project remains on hold due to staffing changes and vacancies	Project remains on hold due to staffing changes and vacancies
Outcome/ Progress		Completed. ASOIT 2019-20 Registration survey results. Fall 2020 Needs Assessment survey – highlights support for the Benefits Navigator position and PM Counselor position to be filled. PM staffing is adequate in these areas and has remained static for advising, FA, and Registration services.	The Basic Needs Resource Coordinator has engaged PM students and PMSS well, attending events, holding office hours, and attending New Wings events.		

Collaborate with Klamath Falls teams	AY19-20	AY 20-21	AY 21-22	AY 22-23	AY 23-24
Objective		Create pathways for ongoing communication/ collaboration with Financial Aid, the Rock, Admissions,	Continue collaboration and improve communication with Admissions, FA/Reg, and Advising and Retention.	Project remains on hold due to staffing changes and vacancies	Project remains on hold due to staffing changes and vacancies

		Registrar. <ul style="list-style-type: none"> • New Wings • NSO • Registration 			
Outcome/ Progress		<p>Fall 2020 Needs Assessment survey benefited several departments/divisions.</p> <p>Significant pathways/momentum with New Wings (Ryan-Kim-Kendal- Jolyn creation); Kim’s relationship/trust-building with Ryan yielded positive results with CIC taking Admission Ambassador responsibilities.</p>	<p>Partnered with Admissions, FA/Reg, and Advising for events including Preview Days, New Wings, and NSO activities.</p> <p>Partnered on graduation and the certification process for veterans.</p> <p>Advocated for additional space for admissions staff in Student Services.</p> <p>Continued partnerships for preview and New Wings events.</p> <p>Continued CIC/Ambassador student tours.</p> <p>Improved Slate messages to perspective and incoming students at PM.</p>		
Objective		Initiate a student employment working group – intentionally build “career readiness skills” (NACE) and embrace	Continuance of the student employment working group – objective placed on hold. Update student	Continuance of the student employment working group – objective placed on hold. Update student	Continuance of the student employment working group – objective placed on hold. Update student

		student employment as a comprehensive retention strategy/co-curricular learning opportunity.	employment handbook. Engage in student-employee recognition.	employment handbook.	employment handbook.
Outcome/ Progress		Student employment working group started but was stalled due to Payroll technology changes, faculty strike, etc.	This objective was placed on hold in 21-22 while CS experienced 100% staff turnover. The student employment handbook was updated and reposted. Student employment recognition was held on KF and PM campuses.	Project remains on hold due to staffing changes and vacancies	

Facilities	AY19-20	AY 20-21	AY 21-22	AY 22-23	AY 23-24
Objective	Improve physical space, including CIC.	Encourage ASOIT PM to identify campus needs + allocate resources.	Improve physical space to improve student-centered services, campus identification, and retention.	Improve physical space to improve student-centered services, campus identification, and retention.	Improve physical space to improve student-centered services, campus identification, and retention.
Outcome/ Progress	Completion of the Commons. Progress on study room upgrades. Installed ADA compliant Testing Services furniture.	Through ASOIT conversations, support for graduate students was identified as a need Holly facilitated a group to establish and resource a graduate student office.	Increased access to the graduate student office. Expanded staff offices in the ACES/testing, PC/SI space. Increased Admissions office space within Student Services. Completed the TV display project and	Supported ASOIT PM's repurposing and rebranding of office space into a welcoming student lounge Worked with Julie Desmond to provide great visual graphics on the TV displays	

			expansion of the gaming corner. Rebranded The Commons. Negotiated for larger space for the VRC and the counseling office and check-in area. Initiated discussion on expanded cabinetry for the Bird Feeder in the second-floor kitchen.	throughout the building Continued to update the Commons Worked with Dr. Pracht to provide 75 th Anniversary mural on the 1 st floor	
Objective		Rebrand SSC to CARES	Assess PC space use + determine next steps for the PM Testing Center space.	Continue to assess use of tutoring, testing, and computer lab spaces	
Outcome/ Progress		Holly worked with the library and Julie to create a cohesive color scheme and “refresh” of the Peer Consulting space.	Expanded staff offices in ACES/testing and PC/SI suite. Initiated tracking of student use using QR codes scanning process. Consider renaming Peer Consulting the Tutoring Center to improve visibility and avoid constant population-level re-education.	CARES department restructured and name changed back to Student Success Center PM impact: Peer Tutoring rebrand successful without any negative feedback from students. Tutoring now managed by two different divisions (KF – AA, PM – SA)	
Objective		Create soft seating for students in the PMSS office suite- increase interpersonal interaction between students and professional staff.	Observe student use of the Student Services space.	PMSS furniture was allocated to the Wellness Center. New furniture/ redesign of the space is needed.	
Outcome/ Progress		Kim purchased furniture and	Additional soft furniture was added to		

		<p>orchestrated the removal of unused cubicles to create a welcoming PMSS office space.</p>	<p>the PMSS space, as well as a video screen with slide display. This encouraged student use and created a more welcoming environment for prospective students and family members while they wait.</p> <p>This space was also used successfully to welcome veterans and family members during the Veterans' reception prior to commencement.</p>		
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Student Support Team (SST)	AY 20-21	AY 21-22	AY 22-23	AY 23-24
Objective	<p>Continue to refine process for addressing and resolving student concerns through SST Rubric (see SST One Note Notebook). The team's course of action will always depend on the individual situation; however the process will focus on forward motion, accountability, and resolution.</p> <ol style="list-style-type: none"> focus on identifying pertinent information, proactively seek contextual information from relevant parties, establish a plan, assign responsibilities to professional staff, review results 	<p>Iona will take responsibility for note taking/the SST one-note + case manage to involve the appropriate personnel in supporting students.</p>	<p>Create a community of caring for the "whole" student</p> <p>Provide proactive interventions for challenges that students are facing and connect students with resource and service providers</p> <p>Work with DICE for implementation of Maxient software</p>	<p>Assess and identify need for FTE for case manager and Basic Needs Coordinator for PM campus</p>

	f. close the “file.”			
Outcome/ Progress	Completed. While the number of students served through SST was low, the process was consistent due to Leanne’s consistency in taking notes/facilitating the conversation.	Iona convened SST for the first half of 2021-22 and then Taylor led this effort with 46 total students reviewed and/or offered additional resources, case management, or referrals. Case management efforts will be greatly improved by upcoming transition to Maxient.	Continued to utilize OneNote for case management. Josie led the SST group and worked with Kelly to maintain documentation.	
Objective	Monitor membership of the SST to determine the best use of professional staff time and service to students	Monitor membership of the SST to determine the best use of professional staff time and service to students (e.g. Kelly? Holly? Kim?).	Monitor membership of the SST to determine the best use of professional staff time and service to students	Monitor membership of the SST to determine the best use of professional staff time and service to students
Outcome/ Progress	Group membership includes PM Counselor, SIB/ D&B/ Title IX/ ISS Coordinator, Dean of Students, Associate Dean of Students	SST staff updates were made with staff attrition. It is recommended that Dr. Pracht serve on SST and Student Services and Partners going forward to promote a more collaborative efforts at individual and collective risk management.	Dr. Pracht joined the SST Group’s expansion to include Basic Needs Coordinator proved essential to the holistic support of students.	
Objective	Conduct a Fall quarter campaign to increase campus awareness of SST and the Early Alert Form (e.g., Owls Keep An Eye Out).	Conduct a Fall quarter campaign to increase campus awareness of SST and the Early Alert Form (e.g., Owls Keep An Eye Out).	Continue to promote Early Warning Alert reporting through campus advertising platforms	Assess effectiveness of advertising to students, staff, and faculty
Outcome/ Progress	Partially complete. An email was sent to faculty/staff as a reminder.	This objective was achieved through video slides, posters, and reminders in the Weekly and sent through Owl2Owl.	This objective was achieved through video slides, posters, and reminders in the Weekly and sent through Owl2Owl.	
Objective	Continue at least monthly training through scenarios, discussion of relevant white papers/other sources, and consultation with outside parties as needed.	Continue at least monthly training through scenarios, discussion of relevant white papers/other sources, and consultation with outside parties as needed.	Restart group training through scenarios, discussion of relevant white papers/other sources, and consultation with outside parties as needed.	Restart group training through scenarios, discussion of relevant white papers/other sources, and consultation with

				outside parties as needed.
Outcome/ Progress	Partially completed. Leanne, Iona, Erin, and Jolyn discussed some scenarios which helped “get a feel” for one another’s thinking and process as we addressed concerns. The BIT rubric was not as helpful as the internal SST process established by the group.	Project remains on hold due to staffing changes and vacancies	Project remains on hold due to staffing changes and vacancies	