IGNITE! Best Practices

Assessment 3.0 Maximizing Your Impact
University at Buffalo
Friday November 14, 2014
Veterans Services

University at Buffalo
11/13/2014

For more information contact:
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Division of Student Affairs
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Respondent were also...

- Full-time students (89.06%)
- Male (65.63%)
- Single (59.38%)
- Live off campus (93.75%)
- Have an average household income of less than $49,999 (71.88%)
- Use VA educational benefits to fund their education (95.31%)
<table>
<thead>
<tr>
<th>Service</th>
<th>Satisfied</th>
<th>Not satisfied</th>
<th>Unable to Judge</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Academic Advising</strong></td>
<td>53.42%</td>
<td>21.92%</td>
<td>16.44%</td>
</tr>
<tr>
<td>Childcare services</td>
<td>2.74%</td>
<td>2.74%</td>
<td>86.30%</td>
</tr>
<tr>
<td><strong>Academic Success Center</strong></td>
<td>10.96%</td>
<td>5.48%</td>
<td>69.86%</td>
</tr>
<tr>
<td>Admissions application and transfer</td>
<td>65.75%</td>
<td>10.96%</td>
<td>8.22%</td>
</tr>
<tr>
<td>Bursar/billing/tuition payment</td>
<td>49.32%</td>
<td>19.18%</td>
<td>10.96%</td>
</tr>
<tr>
<td>Career Services</td>
<td>31.51%</td>
<td>8.22%</td>
<td>49.32%</td>
</tr>
<tr>
<td>Counseling Services</td>
<td>20.55%</td>
<td>5.48%</td>
<td>61.64%</td>
</tr>
<tr>
<td>Financial Aid</td>
<td>23.29%</td>
<td>13.70%</td>
<td>34.25%</td>
</tr>
<tr>
<td>First-year experience/Orientation</td>
<td>32.88%</td>
<td>15.07%</td>
<td>30.14%</td>
</tr>
<tr>
<td>Registrar</td>
<td>38.36%</td>
<td>8.22%</td>
<td>31.51%</td>
</tr>
<tr>
<td>Campus events/activities</td>
<td>39.73%</td>
<td>9.59%</td>
<td>20.55%</td>
</tr>
<tr>
<td>Student health services</td>
<td>31.51%</td>
<td>6.85%</td>
<td>46.58%</td>
</tr>
<tr>
<td><strong>Veterans certifying office</strong></td>
<td>46.58%</td>
<td>34.25%</td>
<td>10.86%</td>
</tr>
<tr>
<td>Staff and faculty support of Veteran students</td>
<td>41.10%</td>
<td>26.03%</td>
<td>20.55%</td>
</tr>
</tbody>
</table>
Comments about services:

Veterans Affairs Office:
mixed comments, some have great experiences others frustration. Most frustration comes from difficulty locating the office, office hours access, limited services available (mainly just processing paperwork)

“The veteran's affairs office is hidden. It took calling the office, and asking three strangers to find its location. I've done land navigation courses, at night, that were not as challenging.”

“Maureen works really hard but I think she is so multitasked that she can’t deliver all of the needs to veterans.”
Comments about services:

Need for Orientation and Making Connections:
Many respondents commented on how they were not familiar with a lot of the services listed and needed help both through a formal orientation (at grad and undergrad levels) and other communications directly to Veterans about the services provided as well as how to connect with other Vet students.

“Have more information available for Veterans first coming to the University. When I first arrived I had to learn everything on my own”
Comments about services:

**Need for Orientation and Making Connections:**
Respondents indicated that because of several unspoken symbols (VA office hard to locate, faculty/staff inflexible about leave, no veteran lounge or office that services their needs) as well as comparing their experiences at other campuses, UB says that Veterans are unimportant.

“I have been to other campuses and Vet Services seem to be a much highly priority. I would say Vets are almost irrelevant here. Too bad, because I think UB has a lot to offer”
Comments about services:

Needing 1 “go-to” office and person:
While many recognized that Veteran Affairs was the office to go to for processing benefits paperwork, other expressed a need for a one-stop shop to find additional resources, connect with academic advisors who are trained in the experience of Veterans and Active Duty personnel, admission policies, understanding billing/registration issues, know what services and resources are provided for Veteran’s elsewhere and connect other Veteran students to each other.

“The Veterans Office only helps with financial aid. Vets could use more help! We need ONE place to go where we can get answers and a place to gather so we can help each other.”
Overall the respondents indicate:

• There is a high need for a **Veterans center** that is easy to access and services Veterans beyond processing benefits.

• Veterans **want to use resources** but there is a **lack of knowledge about accessing resources on campus**.

• Veterans need **specific communications** to help connect to campus resources.

• Veterans need a **place to connect with other Veteran students and resources**.

• The time/energy/financial stress caused my **delays in benefits and consequences on campus** with the registrar and bursar office need to get fixed.
Top three items you believe UB should focus on in terms of Veterans services and policies:

- Credit for military training and services: 50.68%
- Additional veterans services and programs: 45.21%
- Veteran resources Center/Lounge: 32.88%
- Retention/degree completion assistance: 31.51%
- Other: 21.92%
What would you suggest as one thing that University at Buffalo could do to provide better service for you as a student-veteran at University at Buffalo?
1. Streamline certification, tuition benefits, financial aid, bursar and other processes/systems

2. Forum for access resources and connecting with other Veterans

3. Better, more consistent and more proactive communication with Veterans

4. Veterans Affairs office that is accessible, easy to locate and shows value of Veteran students

5. Training for Faculty/Staff
SINCE THEN

• Office has moved to accommodate the new Veteran Services Office as well as the Veteran’s Benefits Office (Maureen Kanaley). The new arrangement provides receptionist/secretarial support for both operations.

• UB has become a Yellow Ribbon School

• UB has been designated as a Military Friendly School

• Opened a Veteran’s Lounge (Ribbon cutting in November)
Established Veteran’s Steering Committee of faculty and administrators across campus

Assisted in the formation of a Student Veteran Club and its affiliation with Student veterans of America

Held semesterly receptions for veterans

Held a January Welcome event for new veterans
Assessment of the UB Libraries e-Textbook Pilot

Charles Lyons
Electronic Resources Librarian
University at Buffalo Libraries
The Pilot by the Numbers

3 Campuses, 331 Students:
- Buffalo(182), Brockport(84), Delhi(65)

6 Courses:
- Business(2), government(2), nursing, psychology

3 Publishers:
- Cengage, McGraw-Hill, Wiley
Goals of the Pilot

1. **Preference**: what do students like and not like about e-textbooks?
2. **Price**: can e-textbooks bring down the costs of learning materials?
3. **Pedagogy**: what impact does the use of e-textbooks have on teaching and learning?
Sources of Assessment Data

1. **Attitudinal data**: online surveys.
2. **Usage data**: e-textbook platform usage (CourseSmart).
3. **Learning outcomes data**: completion rates, grades.
Textbook Concerns

Faculty:
1. Quality / relevance
2. Familiarity
3. Cost

Students:
1. Cost
2. Buying books that aren’t needed
3. Too heavy
Student Engagement

- **19 Sessions**
  - Average # of sessions during the semester for each student

- **28.4 Minutes**
  - Average session length

- **27 Pages**
  - Average # pages viewed per session

- **4%, 17%, 15%**
  - % of students who: took notes, highlighted, bookmarked
INTRODUCTION TO HUMAN DEVELOPMENT

LEARNING OBJECTIVES

- What is lifespan development and how universal are developmental periods, or stages?
- What guiding themes help us understand and organize our knowledge of human development?
- What kinds of changes occur within each of the major developmental domains: physical, cognitive, personality, and sociocultural?
- What contributions do theories of development make to our overall understanding of human development?
Student Preference

- Electronic Preference
- Print Preference

Graph showing the preference of students for electronic and print textbooks at different price discounts.
Affordability

$191: Average price for new print textbooks in the pilot

$55: Average price for e-textbooks in the pilot

$136 Savings per student or 71% off new print list

$45,016: total savings from the pilot
Top 5 Ways Students Prefer to Access Textbooks

1. Buy used print
2. Rent print
3. Buy new print
4. Share with another student
5. Buy e-textbooks
Alternative Ways to “Access” Textbooks

- 56% have skipped buying textbooks
- 23% have pirated e-textbooks
- 21% have used textbooks from the library
e-Textbooks: Key Takeaways

- Faculty are aware of high costs, but doing something about it is hard.
- Cost is a major influencer of student textbook decisions.
- Savings are achievable, but are they enough.
- Access and format choices are paramount.
The Real Textbook Challenge

- Prices
- Learning Outcomes
Data-driven Community and University Impact in Student Workforce Development Interventions

Lisa Kulka, Data Manager and Ramone Alexander, Project Director
Liberty Partnerships Program
Brief Program Overview

• History of Liberty Partnerships initiative

• Current offerings and summer workforce development programming

• Relationship to Graduate School of Education/University at Buffalo
Purpose of Summer Workforce Development Programming

- Workforce preparedness of high school youth in Buffalo City School District
- Community connections
- University at Buffalo impact and connection
Methods and Results of Data Collection

- Program surveys
- Career research interactions
- Mock interview assessments
- Partner relationship surveys
- Partner connections within UB
- Student growth and development
Impact of Data

- Data-driven relationships with partners
- Curricular modifications
- Evolution of methods of data collection
- Workforce readiness impacts on UB and City of Buffalo communities
HEALTH ASSESSMENT for Academic Success

Sherri Darrow, PhD
Director

Alcohol and Tobacco Harm Reduction
Rape & Sexual Assault Prevention
Healthy Eating
LGBTQ Wellness
Stress Reduction
Why focus on student health?
what are we doing?

WHY?
Health Promotion Planning & Evaluation

- assess
- partner
- goals

- implement
- comprehensive
- strategies

- assess
- report
- improve
Best Practices

- Prevention Models
- Standards for Practice
- Methods
- National Goals
Top Impediments to Academic Performance

- Stress: 27%
- Sleep Difficulties: 19%
- Anxiety: 18%
- Relationship/Roommate Difficulties: 15%
- Internet/Computer Games: 13%
- Work: 11%
- Depression: 10%

UB Data 2013
New Stress Reduction Program

Stress Reduction

Wellness Education Services offers free yoga classes to help you reduce stress and maintain wellness:

- Fluid Movement Yoga
- Gentle Hatha Yoga
- Yoga for Student Living
- Universal Design Yoga (in collaboration with Accessibility Resources)

No experience is necessary for any of the classes. Dress comfortably and bring a yoga mat if you have one. For the schedule of classes, please check out “What’s the Health?” our monthly events calendar, or visit http://workshops.buffalo.edu.

I enjoy the free massages. I now drink tea more often and overall I feel a lot healthier. The WES office is a very relaxing environment and I love being in it.

- UB Student

Free Chair Massage

In only 10 minutes, a chair massage can break the cycle of tension and increase a feeling of relaxation and renewal.

- **North Campus** (by appointment)
  - Location: 114 Student Union
  - Hours: Mon., 2:00 PM - 4:00 PM
  - Wed., 10:00 AM - 12:00 PM

- **South Campus** (walk-ins only)
  - Location: Health Sciences Library, 1st Floor
  - Hours: Mon., 10:00 AM - 1:00 PM

Ways to Reduce Stress

- Plan ahead to eat a meal or snack every 3-5 hours
- Sleep 7-8 hours per night
- Get 30 minutes of physical activity a day
- Be alert and unplugged from technology an hour before bed

For more tips: http://readsh101.com/buffalo

Your living environment can impact your stress level. Make sure to have good lighting, and keep your space clean and organized. Wear ear plugs to combat noise.
Web-based Sleep Support

Enhance your bedtime performance...

www.student-affairs.buffalo.edu/shs/sleep/
a good ub stat: to remember

70% of UB students have 0-4 drinks when they party
81% of Students have felt overwhelmed

32% of Students have felt too depressed to function

76% of Students have felt exhausted

54% of Students have felt very lonely
96% of Students use protective behaviors when drinking

86% of Students don’t use marijuana

97% of Students wear a seatbelt

90% of Students don’t smoke cigarettes

93% of Students eat 1-5 servings of fruits & veggies per day

78% of Students 0-1 sexual partners past year

72% of Students exercise for 30 minutes, more than once a week
QUESTIONS FOR ALL PRESENTERS