Informed by your assessment activities, what changes have you made in your unit in the last three to five years? Describe the changes, the general results that prompted the changes, and the impact on your unit's clients/customers that you might attribute to these changes.

The Student Care & Well-being (SC&WB) office was established in 2012 within the Office of the Dean of Students. The Student Care & Well-being Office serves students that have or are experiencing crisis situations. The assessment plan for the office was established to gather data on operational outcomes and gather data from students about their experience.

A review of the findings for the last three years indicates increases not only the number of students who received assistance with managing crisis, but the nature of the incidents also appears to be changing. These changes will likely prompt the addition of measures to the assessment plan to capture data on the nature, severity, and resources allocated to manage crisis incidents.

While the number of incidents stayed somewhat consistent from the 2011 to 2012 assessment cycle an approximate 41.0% increase occurred during the 2013-2014 academic year. While the focus for the past three years has primarily been on initial and follow-up interventions for students, staff members are piloting interventions that allow students to build skill sets and gain and apply knowledge to advocate for themselves.

Feedback received from staff on training evaluations in the 2011-2012 academic year prompted changes to the length and the depth of training for those staff serving as ON Call Dean. It is hoped that these curricular changes will be in evidence when the evaluation is administered during the 2014-2015 cycle.

Mission / Purpose

The Office of the Dean of Students maximizes each UA student's learning experience through establishing and maintaining a supportive campus climate that advances the development of experiences that promote character development, personal, professional, and academic growth, as well as lifelong learning in a diverse global community.

Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

OthOtm 1: Personal Responsibility - Personal Issues
As a result of participating in programs and services, students will demonstrate an increased understanding of their responsibility as a member of the UA Community by engaging in behaviors that demonstrate self-advocacy, self-care and self-efficacy in their personal lives.

Related Measures
M 1: Visits - Personal Issues
Number of visits by students negotiating difficult situations.

Source of Evidence: Activity volume

Target: No target set.

Finding (2013-2014) - Target: Not Reported This Cycle
The Office of Student Care and Well Being provided support and services for a total of 818 students through the On-Call Dean program, the Behavior Intervention Team, and the students in need program. Up from 580 this represents an increase from the prior year of 41.0%. The number of cases has grown but it is important to emphasize that in addition to this growth the number of extreme cases has also grown and these cases require a great deal of staff contact time, financial, and support resource allocation. These potentially represent additional measures that may be included in the 2014-15

M 2: Repeat Visits - Personal Issues
Number of repeat visits by students negotiating difficult situations.

Source of Evidence: Activity volume

Target: Not target set

Finding (2013-2014) - Target: Not Reported This Cycle
The Office of Student Care and Well Being provided support and services for a total of 14 students who had previously received support and services through through the On-Call Dean program, the Behavior Intervention Team, and the students in need program.

M 3: Survey Response - Personal Issues
At least 50% of students surveyed will indicate agreement with the following statement, “As a result of my interaction with the Crisis Care staff and/or the On Call Dean, I am better able to manage my personal concerns”

Source of Evidence: Evaluations

Target: At least 50% of students surveyed will indicate agreement with the following statement, “As a result of my interaction with the Crisis Care staff and/or the On Call Dean, I am better able to manage my personal concerns”

Finding (2013-2014) - Target: Not Reported This Cycle
The survey was not administered this year.

M 12: GotMeals/Cooking at BAMA - Benefits
At least 75% of students surveyed will indicate agreement with the following statement, “As a result of my participation in the GotMeals/Cooking at BAMA Event, I am able to identify ways the event was personally beneficial.”

Source of Evidence: Faculty pre-test / post-test of knowledge mastery

Target: Met

Finding (2013-2014) - Target: Met
The Office of Student Care and Well Being invited 60 students to participate in the pilot event “Cooking at BAMA”, who had received support and services through the GotMeals program. There was a total of 18 students who indicated that they would participate in the event. Of the 18 students who participated 66.0% shared feedback about their experience with the event. 100% of the participants indicated, “As a result of my participation in the GotMeals/Cooking at BAMA Event, I am able to identify ways the event was personally beneficial.”

Open ended questions were used to identify major themes among participants. Those themes include gains in life skills and enhanced knowledge about resources. Below you will find three quotes from participants who were describing how the event was specifically beneficial to respondents.

- “I learned a lot about couponing, cooking on a budget, and I got free food, which is hard to get when you have little to no money.”
- “Just learning how to enhance flavor on dull cheap products. Its a great addition to culinary skills.”
- “I learned a lot about electric couponing. I had no idea how that worked. I also learned ways to cook and keep it healthy.”

OthOtcm 2: Personal Responsibility - Academics
As a result of participating in programs and services, students will demonstrate an increased understanding of their responsibility as a member of the UA Community by engaging in behaviors that demonstrate self-advocacy, self-care and self-efficacy in their academic goals.

Related Measures

M 4: Visits - Academics
Number of Academic visits by students negotiating difficult situations.

Source of Evidence: Activity volume

Target: No target set

Finding (2013-2014) - Target: Not Reported This Cycle
The Office of Student Care and Well Being provided support and services for a total of 424 students through the instructor notification program, with approximately 12 of the students requesting additional instructor notification for other absences this academic year. All of the students were referred to their respective departments and/or instructor for follow up regarding their absences. This is the third year that this number has exceeded 400 students.

M 5: Repeat Visits - Academics
Number of repeat visits by students negotiating difficult situations.

Source of Evidence: Activity volume
Target: No target set

Finding (2013-2014) - Target: Not Reported This Cycle
The Office of Student Care and Well Being provided support and services for a total of 12 students who had previously received services through the instructor notification program.

M 6: Survey Response - Academics
At least 50% of students surveyed will indicate agreement with the following statement, “As a result of my interaction with the Crisis Care staff and/or the On Call Dean, I am better able to manage my academic concerns”.

Source of Evidence: Evaluations
Target: At least 50% of students surveyed will indicate agreement with the following statement, “As a result of my interaction with the Crisis Care staff and/or the On Call Dean, I am better able to manage my academic concerns”.

Finding (2013-2014) - Target: Not Reported This Cycle
The survey was not administered this year.

OthOtm 3: Personal Responsibility - Referrals
As a result of participating in programs and services, students will demonstrate an increased understanding of their responsibility as a member of the UA Community by engaging in behaviors that demonstrate self-advocacy and self-efficacy in the pursuit of their academic goals.

Related Measures
M 7: Referrals
Number of students referred to appropriate programs and services.

Source of Evidence: Activity volume
Target: Number of students referred to appropriate programs and services.

Finding (2013-2014) - Target: Not Reported This Cycle
The Office of Student Care and Well Being referred 100 students to a mental health professional through the Clearance Process. The Clearance Process is designed to assist students who have been found to participate in high risk behaviors. In addition staff members referred 102 students to the Student Assistance Programs. Students received 666 meals through the Got Meals program (formerly known as student2student meal donation program) and staff members processed 13 applications for the Student Emergency Fund. The students who received assistance through the aforementioned programs were referred to the Church Food Pantry, SGA Emergency Loan Program, and the City of Tuscaloosa for additional services. Please note that 5 students requesting additional meal plans through the Got Meals program during the academic year.

M 8: Survey Response - Referrals
At least 75% of students surveyed will indicate agreement with the following statement, “As a result of my interaction with the Crisis Care staff and/or the On Call Dean, I am better able to identify appropriate programs and services”.

Source of Evidence: Evaluations
Target: Not Reported This Cycle

Finding (2013-2014) - Target: Not Reported This Cycle
The survey was not administered this year.

M 11: Got Meals/Cooking At BAMA - Confident
At least 75% of students surveyed will indicate agreement with the following statement, “As a result of my participation in the GotMeals/Cooking at BAMA Event, I am more confident in my ability to prepare low cost, nutritious meal options.”

Source of Evidence: Faculty pre-test / post-test of knowledge mastery
Target: 75% of students will indicate agreement

Finding (2013-2014) - Target: Met
The Office of Student Care and Well Being invited 60 students to participate in the pilot event “Cooking at BAMA”.  Students who had received support and services through the GotMeals program were invited to attend. A total of 18 students indicated that they would participate in the event. Of the 18 students who participated 66% provided feedback on a post event survey. 100% of the participants indicated that as a result of their participation in the event they are more confident about their ability to prepare low cost, nutritious meal options.

OthOtm 4: On Call Dean
As a result of training provided to the Student Affairs staff members serving as On Call Deans, staff will indicate an ability to provide support to students negotiating difficulties.
Related Measures

M 9: Pre-Training Survey
At least 25% of staff will rate their ability to evaluate and respond to students negotiating difficult situations as good or excellent on a pre-training survey.

Source of Evidence: Evaluations

Target:
At least 25% of staff will rate their ability to evaluate and respond to students negotiating difficult situations as good or excellent on a pre-training survey.

Finding (2013-2014) - Target: Not Reported This Cycle
The survey was not administered this year.

M 10: Post Training Survey
At least 75% of staff will rate their ability to evaluate and respond to students negotiating difficult situations as good or excellent on a post training survey as a result of the training they received.

Source of Evidence: Evaluations

Target:
At least 75% of staff will rate their ability to evaluate and respond to students negotiating difficult situations as good or excellent on a post training survey as a result of the training they received.

Finding (2013-2014) - Target: Not Reported This Cycle
The survey was not administered this year. There was a reorganization of duties and responsibilities and as such it was thought prudent to wait until the 2014-15 year to revamp training and all associated assessments.

Details of Action Plans for This Cycle (by Established cycle, then alpha)

Redesign Student Survey
The office of Student Care and Wellbeing plans to redesign the student survey as well as enhance the plan for how and when the survey will be administered.

Established in Cycle: 2012-2013
Implementation Status: Planned
Priority: High
Implementation Description: Reevaluate survey questions in an effort to ensure that they are consistent with providing information related to the assessment plan. Additionally, evaluate how and when the survey is administered in an effort to enhance response rate. Finally, utilize Quatrics to disseminate the survey, because this is the method that has been recommended by the assessment office.

Projected Completion Date: 12/2013
Responsible Person/Group: Stacy Jones and Amelia Bomar
Mission / Purpose

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Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

OthOtcn 1: Personal Responsibility - Personal Issues
As a result of participating in programs and services, students will demonstrate an increased understanding of their responsibility as a member of the UA Community by engaging in behaviors that demonstrate self-advocacy, self-care and self-efficacy in their personal lives.

Related Measures

M 1: Visits - Personal Issues
Number of visits by students negotiating difficult situations.
Source of Evidence: Activity volume
Target: No target set.
Finding (2012-2013) - Target: Met
The Office of Student Care and Well Being provided support and services for a total of 580 students through the On-Call Dean program, the Behavior Intervention Team, and the students in need program. This number represents less than half a percent of the total student population for UA and as such no true generalizations can be made until additional data can be collected and analyzed. In reviewing the available data, it is apparent that all though few in number the extreme cases require a great deal of staff contact time and financial resource allocation. These potentially represent additional measures that may be included in the 2013-14.

M 2: Repeat Visits - Personal Issues
Number of repeat visits by students negotiating difficult situations.
Source of Evidence: Activity volume
Target: Not target set
Finding (2012-2013) - Target: Met
The Office of Student Care and Well Being provided support and services for a total of 5 students who had previously received support and services through through the On-Call Dean program, the Behavior Intervention Team, and the students in need program. This number represents an infinitely small percentage of the total student population for UA. As such, no true generalizations can be made until additional data can be collected and analyzed.

M 3: Survey Response - Personal Issues
At least 50% of students surveyed will indicate agreement with the following statement, “As a result of my interaction with the Crisis Care staff and/or the On Call Dean, I am better able to manage my personal concerns”
Source of Evidence: Evaluations
Target: At least 50% of students surveyed will indicate agreement with the following statement, “As a result of my interaction with the Crisis Care staff and/or the On Call Dean, I am better able to manage my personal concerns”
Finding (2012-2013) - Target: Not Reported This Cycle
The survey was not administered this year. There were some technical issues related to moving from the previous assessment system and as such it was thought prudent to wait until the 2013-14 year to revamp all associated assessments in preparation for utilizing the UA recommended assessment software.

Related Action Plans (by Established cycle, then alpha):

Redesign Student Survey
Established in Cycle: 2012-2013
The office of Student Care and Wellbeing plans to redesigns the student survey as well as enhance the plan for how and when the...

For full information, see the Details of Action Plans section of this report.

OthOtcn 2: Personal Responsibility - Academics
As a result of participating in programs and services, students will demonstrate an increased understanding of their responsibility as a member of the UA Community by engaging in behaviors that demonstrate self-advocacy, self-care and self-efficacy in their academic goals.

Related Measures

M 4: Visits - Academics
Number of visits by students negotiating difficult situations.
Finding (2012-2013) - Target: Met
The Office of Student Care and Well Being provided support and services for a total of 465 students through the instructor notification program, with approximately 18 of the students requesting additional instructor notification for other absences this academic year. All of the students were referred to their respective departments and/or instructor for follow up regarding their absences. This number represents less than half a percent of the total student population for UA. As such, no true generalizations can be made until additional data can be collected and analyzed.

Finding (2012-2013) - Target: Met
The Office of Student Care and Well Being provided support and services for a total of 18 students who had previously received services through the instructor notification program. This number represents an infinitely small percentage of the total student population for UA. As such, no true generalizations can be made until additional data can be collected and analyzed.

Finding (2012-2013) - Target: Not Reported This Cycle
The survey was not administered this year. There were some technical issues related to moving from the previous assessment system and as such it was thought prudent to wait until the 2013-14 year to revamp all associated assessments in preparation for utilizing the UA recommended assessment software.

Related Action Plans (by Established cycle, then alpha):
Redesign Student Survey
Established in Cycle: 2012-2013
The office of Student Care and Wellbeing plans to redesign the student survey as well as enhance the plan for how and when the ...

For full information, see the Details of Action Plans section of this report.

M 5: Repeat Visits - Academics
Number of repeat visits by students negotiating difficult situations.
Source of Evidence: Activity volume
Finding (2012-2013) - Target: Met
The Office of Student Care and Well Being provided support and services for a total of 18 students who had previously received services through the instructor notification program. This number represents an infinitely small percentage of the total student population for UA. As such, no true generalizations can be made until additional data can be collected and analyzed.

M 6: Survey Response - Academics
At least 50% of students surveyed will indicate agreement with the following statement, “As a result of my interaction with the Crisis Care staff and/or the On Call Dean, I am better able to manage my academic concerns”.
Source of Evidence: Evaluations
Finding (2012-2013) - Target: Not Reported This Cycle
The survey was not administered this year. There were some technical issues related to moving from the previous assessment system and as such it was thought prudent to wait until the 2013-14 year to revamp all associated assessments in preparation for utilizing the UA recommended assessment software.

Related Action Plans (by Established cycle, then alpha):
Redesign Student Survey
Established in Cycle: 2012-2013
The office of Student Care and Wellbeing plans to redesign the student survey as well as enhance the plan for how and when the ...

For full information, see the Details of Action Plans section of this report.

OthOtcM 3: Personal Responsibility - Referrals
As a result of participating in programs and services, students will demonstrate an increased understanding of their responsibility as a member of the UA Community by engaging in behaviors that demonstrate self-advocacy and self-efficacy in the pursuit of their academic goals.

Related Measures

M 7: Referrals
Number of students referred to appropriate programs and services.
Source of Evidence: Activity volume
Finding (2012-2013) - Target: Met
The Office of Student Care and Well Being referred a total of 67 students to the Student Assistance Programs. Although our ability to provide direct financial support through our previous gift card program students received 704 meals through the Got Meals program (formerly known as student2student meal donation program). Additionally we processed 19 applications for the Student Emergency Fund. The students who received assistance through the aforementioned programs were referred to the Church Food Pantry, SGA Emergency Loan Program, and the City of Tuscaloosa for additional services. Please note that 48 students were referred to the Got Meals program received 704 meals with only 4 students requesting additional meal plans during the academic year. This number represents a small percentage of the total student population for UA. As such, no true generalizations can be made until additional data can be collected and analyzed.

M 8: Survey Response - Referrals
At least 75% of students surveyed will indicate agreement with the following statement, “As a result of my interaction with the Crisis Care staff and/or the On Call Dean, I am better able to identify appropriate programs and services”.
Source of Evidence: Evaluations
Finding (2012-2013) - Target: Not Reported This Cycle
The survey was not administered this year. There were some technical issues related to moving from the previous assessment system and as such it was thought prudent to wait until the 2013-14 year to revamp all associated assessments in preparation for utilizing the UA recommended assessment software.

Related Action Plans (by Established cycle, then alpha):
Redesign Student Survey
Established in Cycle: 2012-2013
The office of Student Care and Wellbeing plans to redesign the student survey as well as enhance the
Redesign Student Survey

The office of Student Care and Wellbeing plans to redesigns the student survey as well as enhance the plan for how and when the survey will be administered. We plan to reevaluate survey questions in an effort to ensure that they are consistent with providing information related to the assessment plan. Additionally, we will evaluate how and when the survey is administered in an effort to enhance response rate. Also we plan to utilize Quatrics to disseminate the survey, because this is the method that has been recommended by the assessment office. Finally, we plan to do a pilot test of the new survey during the month of January 2014 with students who use our services during the Fall 2013 semester.

Established in Cycle: 2012-2013
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
- Measure: Survey Response - Academics | Outcome/Objective: Personal Responsibility - Academics
- Measure: Survey Response - Personal Issues | Outcome/Objective: Personal Responsibility - Personal Issues
- Measure: Survey Response - Referrals | Outcome/Objective: Personal Responsibility - Referrals

Implementation Description: - Rewrite survey questions - Upload survey questions into Qualtrics - Complete survey by December 2013 - Administer pilot test in January 2014
Projected Completion Date: 12/2013
Responsible Person/Group: Stacy Jones and Amelia Bomar
Mission / Purpose

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Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

OthOtcm 1: Personal Responsibility - Personal Issues
As a result of participating in programs and services, students will demonstrate an increased understanding of their responsibility as a member of the UA Community by engaging in behaviors that demonstrate self-advocacy, self-care and self-efficacy in their personal lives.

Related Measures

M 1: Visits - Personal Issues
Number of visits by students negotiating difficult situations.
Source of Evidence: Activity volume
Target: No target set.
Finding (2011-2012) - Target: Not Reported This Cycle
The Office of Student Care and Well Being provided support and services for a total of 573 students through the On-Call Dean program, the Behavior Intervention Team, and the students in need program. This number represents less than half a percent of the total student population for UA and as such no true generalizations can be made until additional data can be collected and analyzed. In reviewing the available data, it is apparent that all though few in number the extreme cases require a great deal of staff contact time and financial resource allocation. These potentially represent additional measures that may be included in the 2012-13.

M 2: Repeat Visits - Personal Issues
Number of repeat visits by students negotiating difficult situations.
Source of Evidence: Activity volume
Target: Not target set
Finding (2011-2012) - Target: Not Reported This Cycle
This measure will not be reported during this cycle.

M 3: Survey Response - Personal Issues
At least 50% of students surveyed will indicate agreement with the following statement, “As a result of my interaction with the Crisis Care staff and/or the On Call Dean, I am better able to manage my personal concerns”
Source of Evidence: Evaluations
Target: At least 50% of students surveyed will indicate agreement with the following statement, “As a result of my interaction with the Crisis Care staff and/or the On Call Dean, I am better able to manage my personal concerns”
Finding (2011-2012) - Target: Met
The Office of Student Care and Well Being sent survays to 856 students, family members of students, and recent alumni who received support and services from the On-Call Dean program, the Behavior Intervention Team, and the students in need program. There was a total of 20 respondents to the survey entited Dean of Students Survey. 55.6% of respondents indicated that they were better able to manage their personal concerns because of the services and support they received. Although this more than meets our target, the small number of the overall responses is not adequate to make true generalizations about the data collected. Additional data will need to be collected and analyzed to provide adequate evaluation of these services.

OthOtcm 2: Personal Responsibility - Academics
As a result of participating in programs and services, students will demonstrate an increased understanding of their responsibility as a member of the UA Community by engaging in behaviors that demonstrate self-advocacy, self-care and self-efficacy in their academic goals.

Related Measures

M 4: Visits - Academics
Number of visits by students negotiating difficult situations.
Source of Evidence: Activity volume
Target: No target set.
Finding (2011-2012) - Target: Not Reported This Cycle
The Office of Student Care and Well Being provided support and services for a total of 458 students services through the instructor notification program, with only 16 of the students requesting additional instructor notification for other absences this academic year. All of the students were referred to their respective departments and/or instructor for follow up regarding their absences. This number represents less than half a percent of the total student population for UA. As such, no true generalizations can be made until additional data can be collected and analyzed.

M 5: Repeat Visits - Academics
Number of repeat visits by students negotiating difficult situations.
Source of Evidence: Activity volume
Target: No target set
Finding (2011-2012) - Target: Not Reported This Cycle
The Office of Student Care and Well Being provided support and services for a total of 16 students who had previously received services through the instructor notification program. This number represents an infinitesimally small percentage of the total student population for UA. As such, no true generalizations can be made until additional data can be collected and analyzed.

M 6: Survey Response - Academics
At least 50% of students surveyed will indicate agreement with the following statement, “As a result of my interaction with the Crisis Care staff and/or the On Call Dean, I am better able to manage my academic concerns”.
Source of Evidence: Evaluations
Target:
Finding (2011-2012) - Target: Partially Met
The Office of Student Care and Well Being sent surveys to 856 students, family members of students, and recent alumni who received support and services from the On-Call Dean program, the Behavior Intervention Team, and the students in need program. There was a total of 20 respondents to the survey entitled Dean of Students Survey. 38.9% of respondents indicated that they were better able to manage their academic concerns because of the services and support they received. Although the percentage was close to the espoused target, the small number of the overall responses is not adequate to make true generalizations about the data collected. Additional data will need to be collected and analyzed to provide adequate evaluation of these services.

OthOtcm 3: Personal Responsibility - Referrals
As a result of participating in programs and services, students will demonstrate an increased understanding of their responsibility as a member of the UA Community by engaging in behaviors that demonstrate self-advocacy and self-efficacy in the pursuit of their academic goals.

Related Measures

M 7: Referrals
Number of students referred to appropriate programs and services.
Source of Evidence: Activity volume
Target: Number of students referred to appropriate programs and services.
Finding (2011-2012) - Target: Not Reported This Cycle
The Office of Student Care and Well Being referred a total of 71 students to the Student Assistance Programs where they received $9405 in financial assistance through gift cards from WalMart, Publix, McDonalds, Subway, and Visa. Nine of the students who received assistance through the aforementioned programs were referred to the Church Food Pantry, SGA Emergency Loan Program, and the City of Tuscaloosa for additional services. Please note that 12 of the students requested and received gift cards from the Student Assistance between 2 and 4 times this academic year. Additionally 14 students were referred to the student 2 student meal donation plan where they received 290 meals with only 3 students requesting meals additional meal plans during the academic year. This number represents a small percentage of the total student population for UA. As such, no true generalizations can be made until additional data can be collected and analyzed.

M 8: Survey Response - Referrals
At least 75% of students surveyed will indicate agreement with the following statement, “As a result of my interaction with the Crisis Care staff and/or the On Call Dean, I am better able to identify appropriate programs and services”.
Source of Evidence: Evaluations

OthOtcm 4: On Call Dean
As a result of training provided to the Student Affairs staff members serving as On Call Deans, staff will indicate an ability to provide support to students negotiating difficulties.

Related Measures

M 9: Pre -Training Survey
At least 25% of staff will rate their ability to evaluate and respond to students negotiating difficult situations as good or excellent on a pre-training survey.
Source of Evidence: Evaluations
Target:
At least 25% of staff will rate their ability to evaluate and respond to students negotiating difficult situations as good or excellent on a pre-training survey.

**Finding (2011-2012) - Target: Not Reported This Cycle**
The survey was not administered this year. There was a reorganization of duties and responsibilities and as such it was thought prudent to wait until the 2012-13 year to revamp training and all associated assessments.

**M 10: Post Training Survey**
At least 75% of staff will rate their ability to evaluate and respond to students negotiating difficult situations as good or excellent on a post training survey as a result of the training they received.

Source of Evidence: Evaluations

**Target:**
At least 75% of staff will rate their ability to evaluate and respond to students negotiating difficult situations as good or excellent on a post training survey as a result of the training they received.

**Finding (2011-2012) - Target: Not Reported This Cycle**
The survey was not administered this year. There was a reorganization of duties and responsibilities and as such it was thought prudent to wait until the 2012-13 year to revamp training and all associated assessments.