2013-2014
Annual Report
for the
Division of Student Affairs

Departmental Report:
ASOSU Office of Advocacy

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**2013-2014 (due 8/1/14)**

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**Department Information: Mission, Vision, Values, Highlights**

**Mission**

1. To promote effective conflict resolution skills of OSU students while at the University and to help develop strengths to ensure that students are well-equipped to face life’s challenges

2. To provide a service that enables students successfully to voice their concerns to the appropriate party and to resolve their conflicts

3. To support and help develop the OSU community so that all students feel welcome and are given the opportunity to succeed

**Vision**

The Office of Advocacy strives to provide students with the best possible service to ensure they receive the greatest return on their investment in the university. We seek to make our services known to all students in order to maximize their representation at OSU.

**Departmental Highlights**

1. The ASOSU Office of Advocacy successfully and consistently partnered with INTO OSU doing presentations on On-campus issues such as Academic Dishonesty, University Housing & Dining Services, and other prominent issues that affect international students during their stay at Oregon State University. We expanded our presentations to include student involvement and panels of employees at OSU.

2. The office hired new interns and trained them for a smooth transition into the office. We also hired an intern to focus on outreach to International Students, the International Student Community Outreach intern. ASOSU represents and advocates for students at the campus, community, state, and federal levels on issues that directly influence the quality of, and access to, post secondary education. The international outreach intern utilizes the unique experience of being an international student to reach out to and assist those in similar situations, further solidifying our relationship with INTO.

3. After two years, the ASOSU Office of Advocacy newsletter was finally completed. The newsletter contains articles about our office, our year in review, the interns, Legal Services, and cyber bullying. It has been made available online through our website and some copies have been made. [http://oregonstate.edu/dept/asosu-advocacy/newsletters](http://oregonstate.edu/dept/asosu-advocacy/newsletters)
4. We continued to get received numerous responses from our online “Survey Monkey Questionnaire.” These responses help hold our office accountable, and allow us to improve our services.

5. Our office purchased a new laptop along with Photoshop and Illustrator, which allows our office greater control over our advertising products.

Student Engagement & Success

Access to Oregon State University

Community & Involvement

Student Organizations

This year our office has presented our services to a number of groups on campus such as: UHDS, INTO OSU, TRIO, and CAMP. We also created and displayed “table tents” in all UHDS dining centers each term.

Student Employment

Interns in the Office of Advocacy are expected to run the day to day operations of the office as well as seek new projects of personal interest to benefit the long-term functioning of the Office of Advocacy and the OSU student body. The daily maintenance of the office includes, but is not limited to, answering phones, setting client appointments, managing the calendar, assisting clients, taking notes during client appointments, checking and responding to client e-mails, and working with client files, both paper and through the file database. Interns are encouraged to develop projects of interest and assist other interns in projects that are in progress. It is not required that interns have projects, but it is highly recommended.

Healthy Students & Campus

Our office helps students with conflict resolution, and thus, helps students create stronger bonds with Oregon State University’s campus resources. If we personally cannot help a student, we will refer them to the correct office/department that can assist them with their issue.

Student Satisfaction with Services

Our office sends clients a questionnaire after their case has been resolved (we use Surveymonkey.com). We use the statistics we gather from this site to learn about the community we help. The statistics
enable us to know where to target our marketing of the Office of Advocacy most effectively. In addition, the statistics allow our office to improve our services to students.

**Teaching & Scholarship**

**Teaching**

**Publications in Press, Peer Reviewed**

**Publications in Press, non-Peer Reviewed**

**Publications Submitted**

**Internal Reports**

**Professional Presentations**

**Grants, Contracts, Licensure, & Certifications**

**Grants & Contracts**

**Licensure & Certifications**

**Outreach & Engagement**

**Diversity**

Defined by ASOSU Office of Advocacy:
International Activities & Accomplishments

Other Initiatives
The Office of Advocacy works closely with INTO OSU to construct presentations, panels, and student skits to assure the international student population understands academic expectations in American universities. We have discussed academic honesty, UHDS housing policies, and student conduct issues with the students.

In addition, our office also presents to other departments/programs on campus. This year we presented to UHDS’ resident directors and resident assistants to inform them about our office’s services. We also presented to CAMP, TRIO, and START sessions in order to reach as many students as possible with our services.

Awards

Program Review
Has ASOSU Office of Advocacy completed a review since July 1, 2013? Yes

Next scheduled review: unknown

Type of program review: Every term, interns and Patricia have a “one on one” meeting. Interns filed out evaluation forms for both Patricia and themselves. In addition, Patricia fills out an evaluation form for each intern.

ASOSU Office of Advocacy was reviewed: Spring 2014

Action Plan:

Has ASOSU Office of Advocacy completed an action plan as a result of the program review?

Has the action plan been approved?

Professional Involvement
1. Oregon State Bar Association
2. Linn Benton Bar Association
Committee Involvement

Key Performance Indicators
See Appendix A for Client Demographic data.

Photos & Videos
Submission 1: A copy of our 2014 newsletter that contains information about our office and talks about recent updates since our last newsletter.

Attachment (copy & paste into browser): See additional document in ASOSU Advocacy report folder.
Assessment Report

Departmental Goals
1. Outreach to various populations on campus, especially unrepresented students on campus, through marketing material such as presentations, table tents, and quad-fold brochures.

2. Successfully hire and train new interns for a smooth transition to the 2014-2015 academic year in the new Student Experience Center.

Peer Review Process
Are you interested in participating in the Assessment Council's Assessment Report & Plan Peer Review process? No
Appendix A

Male Responses: 100
Female Response: 61
Total Responses: 161

Gender

- Male: 62%
- Female: 38%

Student type

- Domestic: 58%
- Transfer: 27%
- International (D.A.): 9%
- INTO: 6%
Total Responses: 150

Year

- Freshman: 20
- Sophomore: 22
- Junior: 26
- Senior: 48
- Post-Bacc: 0
- Graduate: 31
Total Responses: 147

Ethnicity

- White: 42%
- Asian: 15%
- Middle Eastern: 18%
- Hispanic: 13%
- Black: 15%
- Multiple Ethnicities: 1%
- Decline to Respond: 1%
- East Indian: 6%
- North African: 4%
- American Indian: 4%
- Other: 0%

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White: 65
Asian: 38
Middle Eastern: 23
Hispanic: 10
Black: 7
Multiple Ethnicities: 6
Decline to respond: 4
East Indian: 2
North African: 1
American Indian: 0
Other: 0
Pacific Island: 0
Total Responses: 159

College

Agricultural Science: 12
Business: 17
Earth, Ocean & Atmospheric Science: 3
Education: 3
Engineering: 38
Forestry: 3
Graduate: 5
INTO: 6
Liberal Arts: 25
Pharmacy: 2
Public Health: 18
Science: 17
Undeclared: 3
University Exploratory Studies: 0
Veterinarian Medicine: 0
Total Responses: 152

Pathways: 4
AE: 0
GE:
CAP: 7
Total Responses: 11
U-Business: 5
U-Science: 0
U-Engineering: 7
U-General: 0
G-MBA: 2
G-Meng: 3
Total Responses: 17