| | | | Do | Departmental Base Budget Overview | | | | | | | | | | |
|--------------|------------|---------|---------|-----------------------------------|---------|-----------|-------------------|--------------|---------|---------|-----------|--|--|--|
| Department | Counseling | Center | | | | Executive | VP Student | Affairs & Se | ervices | | | | | |
| Index | 4S1110 | | | | | Program | 05 | | | | | | | |
| Base Budgets | : | | | | | | | | | | 10-Year % | | | |
| 1997 | 1998 | 1999 | 2000 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | Change | | | |
| 177,165 | 199,178 | 188,551 | 195,280 | 197,052 | 203,766 | 276,626 | 279,455 | 281,002 | 287,774 | 299,580 | 69.10% | | | |
| FTE: 4.92 | 4.88 | 4. 75 | 4.79 | 4.57 | 4.46 | 4.30 | 6.1* | 6.2* | 5.56* | 5.85* | | | | |

^{*}actual FTE, not budgeted. Note: the 9 year % in this table is from FY05. FY06's is 63%.

Program Mission Statement: The goal of our services is to augment the quality of the classroom experience, to help students maintain enrollment, and realize their fullest potential as productive adults. CPS responds to the mental health needs of students, and enhances their learning/social environments, through short-term counseling, therapeutic intervention, and psycho-educational outreach. CPS provides MSU with imperative risk management (eg suicide prevention), recruitment & retention services (as described above), and offers essential consultation services to teaching and service unit staff. CPS is a credit-earning training site for emerging professionals enrolled at MSU. Staff members have faculty status, and teach graduate / under-graduate courses on the Bozeman campus.

How the Program is Necessary to the University:

CPS provides MSU with imperative risk management (eg suicide prevention), recruitment & retention services, and offers essential consultation services to teaching and service unit staff. CPS is a credit-earning educational training site for graduate students enrolled at MSU.

Program Overview:

CPS provides short-term counseling, therapeutic intervention, consultation, crisis management, and psycho-educational outreach. Staff members hold faculty appointments, and teach graduate / under-graduate courses on the Bozeman campus.

KPIs: (1) FY05 Senior Staff FTE: Enrollment ratio = 1:2195 (IACS rec. max² = 1:1,500). (2) Funds for Counseling: Enrollment ratio = \$33.76 in FY07 (Peer institutions⁴ \$46.80 FY06). (3) Continued maintenance of accreditation: American Psychological Association and IACS accreditations are dependent upon maintaining 6.0 FTE of professional staff (our accreditation status was suspended by both organizations in FY02 until the FY03 increase was secured).

| _ | OUNSELING CENTER Performance Indicator | 'S | FY07 Budgeted FTE: | 7.569 | FY07 Budget: | \$299,580 | | |
|--------------------------|---|----------------|--------------------------|-----------------|---------------|---|--|--|
| Relationship | | Productivity I | Benchmark | | | | | |
| to University Mission | Description | Benchmark | 2004 Measure | 2005 Measure | MSU VP Target | Source/Comment | | |
| | Professional FTE increase necessary | | | | | | | |
| Essential | to provide 1:1,500 ratio | 441,090 | 75% | 68% | | IACS Accred standard, C&UCDD Databank 2005-06 | | |
| Essential | Classified employees | 51,983 | 81% | 83% | | IACS Accred Recs 2002 | | |
| Essential | Operating (CPS state funds only) | 104,000 | 31% | 23% | | C&UCCD Databank | | |

C:\DOCUME~1\tdvsart\LOCALS~1\Temp\Student Services.doc

National Benchmarks:

(1) American Psychological Association Accreditation Standards; (2) International Association of Counseling Services Accreditation Standards; (3) College & University Counseling Center Directors' Databank, 2004-05,2005-06; (4) Northwest Counseling Centers Region Peer Institution Comparative Data, FY05-06 (Wa. State; U. of Id.;Or. State; U. of Oregon; Mt. State).

MSU Trend Data:

In order to preserve our national accreditation¹, UPBAC awarded CPS funding for an additional 1.12 senior staff FTE in FY03. Our personnel budget (state funds) is currently only 68% of the national median³. In 2006, we saw 7.4% of the student body compared to 4.5% of the student body seen nationally. Our risk management role is imperative, and CPS intervenes and prevents suicidal and homicidal situations affecting MSU. The severity of the issues bringing students to counseling remains grave, with 45% of clients reporting depression and suicidal ideation. Twenty six percent of the people we see take psychotropic medication (a median statistic, nationally³), and 59% are continuing a history of therapy started in the past (previous therapy, for 31% of clients, was at CPS, a third quartile national statistic³). CPS has had only one successful suicide of an active client since 1979. The provision of counseling services is beneficial to continued enrollment (J. of College Student Dev., 12/00) and CPS certainly contributes to MSU's retention efforts. Last year, 71% of clients reported that the issues that brought them to CPS were affecting their academic functioning. Yet, only 1.8% of clients withdrew from school. CPS continues to be extremely cost efficient. Our accredited training program (the only APA accredited program existing in Montana) currently utilizes 8 interns, providing 50% of clinical service. State funded senior staff provide supervision and administration of our training programs. Intern salaries are auxiliary funded at a total cost (net of benefits) of \$51,585 (were we to hire masters and doctoral level practitioners to replace the interns, we would face a minimum additional cost of \$242,000, plus benefits). Besides clinical service provision and supervision /administration of the training program, CPS makes a significant contribution to MSU's academic offering teaching, for example, 14 graduate credits and 7 undergraduate credits in FY06. Our outreach services are steadily reaching more and more students, faculty and staff. Last year, 42% of our presentations were in response to academic requests, and one half of outreach entailed issues related to academic and professional success/retention (1186 attendees).

Budget Note: As seen above CPS lost professional FTE prior to 2003. All budget increases from 1996 through 2000 provided for mandated pay raises only. The increase in 2003 came from UPBAC granting funds for an additional 1.5 AY positions. The increase in staff has allowed CPS to increase services to students and reduce the length of our waiting lists. The reduction in FY05 FTE reflects the absence of postdoctoral fellows and the sabbatical leave of one licensed psychologist.

| | | | D | epartme | ntal Base | Budget | Overviev | N | | | |
|--------------|---------------|--------------|-------------|----------------|-----------|-----------|------------|--------------|---------|---------|-----------|
| Department | Disability, R | Re-entry and | d Veteran S | ervices | | Executive | VP Student | Affairs & Se | ervices | | |
| Index | 4S1120 | | | | | Program | 05 | | | | |
| Base Budgets | : | | | | | | | | | | 10-Year % |
| 1997 | 1998 | 1999 | 2000 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | Change |
| 95,624 | 95,075 | 97,937 | 114,477 | 117,559 | 121,968 | 125,488 | 126,373 | 127,055 | 130,067 | 131,814 | 37.85% |

Program Mission Statement:

Disability, Re-entry and Veteran Services provides support services for students with special needs. The department assures that MSU is providing accommodations and services in compliance with the Americans with Disabilities Act and offering students with disabilities full access to MSU's educational programs. It also provides unique support programs and services to assist veterans' and nontraditional age students to achieve their educational goals.

How the Program is Necessary to the University:

Programs within this department provide mandated or essential services to students with special needs and circumstances. Without the services provided by this department, students with disabilities and VA benefits recipients would be unlikely to attend MSU.

Program Overview:

<u>DSS</u>: Services for students with disabilities are mandated by the Americans with Disabilities Act and by section 504 of the Rehabilitation Act of 1973. MSU provides effective accommodations for students with a wide range of disabilities. The effectiveness of the accommodations provided by DSS is demonstrated that MSU is absence of any ADA lawsuits and was to be without fault in the only three Office of Civil Rights complaints that have been filed over the past seven years. In FY 06 the increase of disabled students continues.

<u>VA</u>: Provides certification of VA educational benefits. In compliance reviews of the Office of Veterans Affairs by U.S. Dept. of Veterans Affairs over the past fifteen years they have found no significant errors in compliance and have been congratulated in the quality of compliance efforts. Approximately, 300 veterans' have/are being processed in FY 06 fall semester. We estimate that these numbers will grow as vet's are returning from current conflicts, also an increase of disabled veteran's are projected.

<u>RE-ENTRY</u>: Helps with the advising of returning nontraditional age students. This program costs little and offers a visible entry point for nontraditional students. This is the only program of its kind in MUS, and its presence enhances MSU's reputation as an institution that welcomes nontraditional age students.

National Benchmarks: N/A MSU Trend Data: Using benchmark figures from NACUBO 1996: Disabled Student Services Total FTEs: NACUBO 1996-3.0; MSU 2003-3.75 Disabled Student Services Student FTEs as a % of Total FTEs: NACUBO 1996: 12.0; MSU 2003: 12.23 Disabled Student Services Total Cost:

NACUBO 1996-\$107,307; 2003-\$125,488

DISABILITY, RE-ENTRY & VETERAN SERVICES
Key Performance Indicators

FY06 Budgeted FTE:

2.904

FY06 Budget:

\$130,067

| Relationship | | Product | ivity Benchmar | k | • | Source/C | omment | |
|-----------------------------|---|-----------|-----------------|-----------------|-----------------|---------------------|-------------------------------|------|
| to University Mission | Description | Benchmark | 2004 Measure | 2005 Measure | 2006 Measure | MSU VP Target | | |
| Mandated | Employee/staff FTE | None | 3 | 3 | 3 | | NACUBO (1996) | |
| Mandated | Maintaining disability accommodations | None | 150+ | 175+ | 200 + | | NACUBO (1996) | |
| Mandated | Reviewing documentation to determine eligibility | None | 100+ | 100+ | 150+ | | No benchmarks available | S |
| Essential | Clients per FTE | None | 330.5:1 | 335:1 | 344:1 | | No benchm available | arks |
| Essential | Clients per Professional FTE | None | 991:1 | 998:1 | 500:2 | | No benchm available | arks |
| Essential | Cost per client served | None | \$128 | \$129 | \$130.06 | | No benchm available | arks |
| | Maintain compliance records for Veterans' | None | 200 | 207 | 210 | | No benchm | arks |
| Essential | Administration | None | 298 | 307 | 310 | | available | |

| | | | D | epartme | ntal Base | e Budget | Overvie | W | | | |
|--------------|-------------|---------|---------|---------|-----------|-----------|------------|-------------|---------|---------|-----------|
| Department | Career Serv | vices | | | | Executive | VP Student | Affairs & S | ervices | | |
| Index | 4S1130 | | | | | Program | 05 | | | | |
| Base Budgets | | | | | | | | | | | 10-Year % |
| 1997 | 1998 | 1999 | 2000 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | Change |
| 137,034 | 140,883 | 141,055 | 149,150 | 151,766 | 156,174 | 164,322 | 165,620 | 166,843 | 169,593 | 176,005 | 28.44% |

The mission of the Career Services Office is to provide opportunities and assistance to students, faculty/staff, and employers to insure MSU Bozeman students have valuable and competitive career, internship, and student employment prospects. Further, the Career Services Office will assist students and graduates to develop clear career direction, obtain relevant experience, and learn the skills and requirements necessary to conduct successful and professional job searches.

The Career Services Office provides an essential function to Montana State University, acting as a conduit primarily between students/alumni and hiring authorities of various companies, governmental agencies, and non-profit organizations. The successful placement of students is desirable to the university since positive career placement and internship data can bolster student recruitment and retention. Furthermore, well-counseled students who are informed of career opportunities based upon their interests, abilities and values can translate to higher retention figures.

The office provides service to its constituents by: 1) hosting various career fairs; 2) providing a career counseling and planning component serving over 1000 students annually; 3) collecting, compiling and analyzing new graduate salary survey and job placement data; 4) continual outreach to current and prospective companies/organizations to insure MSU students have the best possible networks for permanent/internship employment; 5) hosting the on-campus recruiting needs of companies/organizations.

| | CAREER SERVICES Performance Indicators | S | FY06 Budgeted FTE: | 4.5 | FY06 Budget: | \$169,593 |
|-----------------------|---|------------------|--------------------------|-----------------|------------------|---|
| Relationship to | | Productivity Ben | chmark | | | |
| University Mission | Description | Benchmark | 2004 Measure | 2005 Measure | MSU VP Target | Source/Comment |
| Essential | Counseling - individual appointments | 903 | 903 | 930 | 950 | Continual growth and outreach to campus community |
| Essential | Counseling - group appointments | 1456 | 1456 | 1294 | 1500 | Continual growth and outreach to campus community |
| Essential | Distribution of credential files | - | 1704 | 865 | 1750 | Relevant to demand from school districts and job applicants |
| Essential | Number of employers participating in OCR | 202 | 87 | 88 | 125 | Assuming on average each employer hires three interns |
| Essential | Number interviews for full-time emply - OCR | 783 | 653 | 553 | 750 | 10% of graduating class X 3 interviews (NACE average). |

C:\DOCUME~1\tdvsart\LOCALS~1\Temp\Student Services.doc

| Essential | Number interviews for internships | 1821 | 318 | 509 | 400 | Benchmark is based upon 30% of junior class X 3 interviews/student |
|-----------|--------------------------------------|------|------|------|-------|--|
| Essential | Number of responses to salary survey | 1336 | 1336 | 1399 | 1,400 | 60% response rate (minimum) of graduating class |
| Essential | Employer Meetings/Development | 69 | 69 | 62 | 75 | Continual growth and outreach necessary. |
| Essential | Employers Attending Career Fairs | 158 | 158 | 297 | 170 | Increase employer development dependant upon economic situation |
| Essential | Workshops/Classes Presented | 200 | 185 | 160 | 200 | Continual growth and outreach to campus community |
| Essential | Internships | 607 | 73 | 357 | 200 | Benchmark is based upon 30% of junior class |

| | | | De | epartmer | ntal Base | Budget | Overview | <i>l</i> | | | |
|-------------|-------------|--------------|---------|----------|-----------|-----------|-----------------|--------------|---------|---------|-----------|
| Department | Dean of Stu | dents Office |) | | | Executive | VP Student | Affairs & Se | rvices | | |
| Index | 4S1140 | | | | | Program | 05 | | | | |
| ase Budgets | : | | | | | | | | | | 10-Year % |
| 1997 | 1998 | 1999 | 2000 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | Change |
| 243,610 | 247,601 | 294,313 | 270,771 | 274,631 | 332,783 | 358,345 | 378,840 | 360,510 | 382,203 | 445,844 | 83.02° |

The increase in FTE over the comparison period results from accepting accountability for programs that the University wishes to preserve, but that could not be sustained otherwise and meeting system-wide technology demands through the implementation of 2FTE Banner Modular Team Leaders (MTLs).

Program Mission Statement: The mission of Student Affairs is to enhance the learning environment of the University; support students in the attainment of their educational objectives; foster in students a sense of responsibility, self-directedness, community, and a positive identity with Montana State University-Bozeman.

Program Overview and How the Program is Necessary to the University:

The VPSA serves in a leadership capacity for the Division of Student Affairs by providing administrative and budget oversight to 22 departments across campus. As the lead office for the division, the VPSA is a key conduit between students, faculty and administration. The VPSA has direct administrative and budget oversight for the following programs: Dean of Students, Admissions and New Student Services, Advance By Choice, Career Services, Counseling and Psych Services, Community Involvement, Financial Aid Services, Disability, Re-entry and Veteran Services, Health Promotions, VOICE Center, Intercollegiate Athletics, Intramurals and Recreation, Office of Retention/FYI, Module Banner Team Leaders, Rodeo, Registrar & Enrollment Services, Student Health Service & Dental Clinic, Spirit Support, Women's Center, Auxiliary Services: ResNet, Marketing & Special Events, Sports Facilities, Conference Services, Family Housing, Residence Life, Strand Union, Student Activities, University Food Service

VPSA/Dean of Students specific functions: 1. Administrative — University withdrawals, Incomplete Grades, late fee waivers, financial aid appeals, scholastic appeals, student judicial affairs including investigations, sanctions & conduct hearings, fraternity & sorority advising, Septemviri honors advising, and policy review & student record keeping. Provide compliance oversight of University Athletics, and administrative support and fiscal oversight for Rodeo, MTLs, Retention, IDCs. 2.Policy — Emergency Response Procedures, Drug Free Schools & Campuses Act, Alcohol/Tobacco/Other Drug policy, Sexual Assault, Student Conduct Code, FERPA, Student Right To Know and Campus Security Act, including policy review and revision, reporting, and record keeping. 3. Ombudsman — Communication, coordination, and problem solving among students, parents, faculty, staff, and university administrative activities in every area of concern regarding student personal and academic success. 4. Emergency — Communication, coordination, and reporting incidents involving student and staff injury or death due to illness, accident, or criminal incident in cooperation with University and local police and health/medical authorities and agencies. 5. Assessment and Programming — assess all in-coming students with the College Student Inventory, intervene with high-risk, dropout-prone students and develop programming and resource to support college student retention. Coordinate Catapalooza, and December and April all-school study break events for students.

| DEAN | OF STUDENTS OFFICE | I Budo | | | | | |
|--|--------------------|-----------|--|--|--|--|--|
| Key Performance Indicators | | | | | | | |
| Relationship to Productivity Benderation | | | | | | | |
| University | | 2005 | | | | | |

FY06 Budgeted FTE:

7.002

FY06 Budget:

\$382,203

| Relationship to | | Productivity Ben | chmark | | | |
|-----------------------------|--|---------------------------------------|-----------------|-------|-------|---------------------|
| University Mission | Description | Benchmark | 2005 Measure | | | Source/Comment |
| Essential | Number of contacts per semester including students, faculty, staff, administrators and community members | No National Benchmark Available | 5.000 | 5.500 | 5,500 | MSU benchmark, 1999 |
| HighlyDesired/Best Practice | Promoting student access & success through the application of developmental and educational intervention | No National Benchmark available | 531 | 575 | 500 | MSU benchmark, 1999 |

National Benchmarks:

Currently there is no consistent national benchmark data on generalist VPSA operations due to the budget differential, size and variation in configuration from institution to institution.

MSU Trend Data:

As the institution has grown and as services have been implemented to meet increasing student needs, the VPSA office has responded accordingly. During the past four years, the office has gone from an average of 3,500 contacts per semester in AY1999-00 to approximately 7,000 student, faculty, administrative and parent contacts in Fall 2004. While growth has impacted all aspects of the division, all departments maintain a customer-oriented, student-success-oriented approach in their delivery of services.

| | | | D | epartme | ntal Base | e Budget | Overviev | V | | | |
|--------------|-----------|------|------|---------|-----------|-----------|-------------------|-------------|---------|--------|-----------|
| Department | Retention | | | | | Executive | VP Student | Affairs & S | ervices | | |
| Index | 4S1142 | | | | | Program | 05 | | | | |
| Base Budgets | : | | | | | | | | | | 10-Year % |
| 1997 | 1998 | 1999 | 2000 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | Change |
| 0 | 0 | 0 | 0 | 0 | 0 | 15,000 | 15,000 | 15,000 | 55,000 | 55,000 | |

Mission Statement: The Office of Retention/First Year Initiative Program (FYI) supports the tripartite mission of the university by conducting a wide range of activities that promote student persistence, transition and success at MSU.

How the Office of Retention/First Year Initiative Program is Necessary to the University: As a critical and integral component of the university enrollment management strategy, the FYI program is the only centralized, comprehensive retention effort on campus.

The FYI Program provides the following specific services to the university and its students:

- 1. Administers the College Student Inventory (CSI) to all incoming freshmen;
- 2. Conducts individual and small group contacts with college faculty, Deans and Assistant Deans throughout the academic year to ensure understanding, coordination and cooperation among key academic players in student retention;
- 3. Manages a volunteer peer-mentor program (CatCrew);
- **4**. Conducts an intrusive intervention with low-performing students following the compilation of the "D&F list" to identify specific student difficulties, direct students to resources and reinforce the concern of the university for each student's success;
- **5**. Annually conducts a qualitative student satisfaction survey; manages the Mid-Year Retention Intervention (MRI) program during the spring semester to further identify at-risk students and promote their success and continues to provide a base of support and resources for first-year students:
- **6**. Provides academic support services on a continuing basis throughout the year;
- 7. Serves as a resource and referral agent for parents of first-year students;
- 8. Supplies a Parent Helpline and parent programming for parents of new and continuing students; and
- **9**. Coordinates and oversees Catapalooza (a welcoming event for new students), Food for Thought and Uno de Mayo (two study breaks for students prior to finals).

The KPIs for the FYI program include:

- 1. Maintaining a retention rate for the CSI population that is 3.0% higher than the ten-year MSU average;
- 2. Develop a pilot program for AY 2006-07 that creates "academic neighborhoods targeting key, at-risk populations including Native American, first-generation, and low-income students to promote student success and retention. Baseline data for the program will be established during the pilot year. This program represents a partnership between academic and student affairs.

| Key | RETENTION Performance Indicator | 's | FY06 Budgeted FTE: | 0.500 | FY06 Budget: | \$55,000 |
|--|--|-----|------------------------------|-----------------|------------------|---|
| Relationship to University Mission | Productivity Description Benchmark | | Benchmark 2005 Measure | 2006 Measure | MSU VP Target | Source/Comment |
| Essential | Assessing 100% of all incoming freshmen with the CSI | MSU | 99% | 99% | 100% | |
| Highly Desired/Best Practice | Target 15% of all entering freshmen with new mentoring program (CatCrew) | MSU | 88% | 95% | 15% | Programmatic and name changes have made a dramatic improvement in the performance of the mentoring program. The target data will have to be recalibrated following an analysis of the current pilot year. |
| | Serving over 9,000 students, faculty, parents & staff through individual, telephone and group contacts and as a campus resource and referral | | | | | |
| Essential | agency | MSU | 7,500 | 8,300 | 9,000 | |

| Г | Departmental Base Budget Overview | | | | | | | | | | | |
|----|-----------------------------------|-----------|-------------|--------|--------|--------|-----------|-------------------------------|--------|--------|--------|----------|
| | Department | Community | / Involveme | nt | | | Executive | VP Student Affairs & Services | | | | |
| | Index | 4S1150 | | | | | Program | 05 | | | | |
| Ва | Base Budgets: | | | | | | | | | | | 9-Year % |
| | 1997 | 1998 | 1999 | 2000 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | Change |
| | 20,442 | 10,460 | 9,973 | 10,146 | 10,146 | 10,146 | 10,146 | 10,146 | 10,146 | 10,146 | 10,146 | -50.37% |

Program Mission Statement: The mission of the Office for Community Involvement (OCI) is to connect campus resources to help meet community needs. We work to promote students in service primarily to the people of Montana by establishing mutually beneficial relationships between the University and local, state, national as well as international non-profit and school communities.

How the Program is Necessary to the University: The work of the office provides an essential service to students and is a key component to the development of the whole student. The opportunities offered by OCI for students to engage in their communities as extra-curricular, co-curricular, or service learning experiences are an important venue in which students gain a sense of civic responsibility, personal purpose and accountability. Our work provides a broader context for students to see the potential they possess to impact this campus, the town of Bozeman, the state of Montana, U.S. society, and the global community. This program is necessary to the university because it extends the learning experience out of the classroom and into the "real" world where theory and practice do not always coincide. Through service to Montanans as well as citizens in other parts of this country, our students become experiential learners who can reflect on their work, their values, and their ideals in a societal context and can apply lessons learned and insights gained over the rest of their lives. Every time we put students in an active learning mode we are engaging them in a richer college experience and through community involvement we have successfully extended the learning environment beyond the borders of this campus to include the experts in the community as teachers and mentors for our students. Conversely, to quote the MSU institutional mission statement this work we are doing is supporting students and faculty "to serve the people and communities of Montana by sharing our expertise and collaborating with others to improve the lives and prosperity of Montanans."

Program Overview: We work collaboratively with faculty, staff, student groups, individual students, and community-based organizations to effectively integrate public and community engagement into the university experience. Utilizing strong student leaders and the AmeriCorps National Service Program we currently manage and oversee all aspects of two large, ongoing projects and manage an additional two campus-wide annual events. The large, ongoing projects and our partners in each are: the MSU America Reads*America Counts Tutoring Program in partnership with the Bozeman Public School District administration, seven area elementary schools, two middle schools, the HRDC Head Start Program, AmeriCorps VISTA program, and the Montana Campus Corps program; the Volunteer Connections of Southwest Montana (VCSM) Project is a newly created on-line volunteer center resource for Gallatin and Park counties and we are in active partnership with the Montana Campus Compact, AmeriCorps VISTA, the RSVP program and the Human Resource Development Council District IX as well as and a wide array of community-based organizations. The Into the Streets Community Involvement Fair and the MSU BreaksAway Program round out the list as annual campus-wide events offering students of all disciplines unique opportunities to partner with community-based organizations in one-time or ongoing service leadership opportunities both locally and outside of the state of Montana.

Collaborations with offices within the Student Affairs division include a partnership with Residence Life to counsel hall RHA Community Involvement Coordinators, and an agreement to provide Resident Directors, Assistant Resident Directors and Resident Advisors with the knowledge and resources to help build community within halls through structured group service work. We support the Dean of Students office in disciplinary matters by providing quality community service placements with area organizations where students can serve out community service requirements,

but through which many have acquired a stronger sense of positive purpose! We are continuing in a formal partnership with MSU Financial Aid Services to build a stronger and more sustainable community-based work study program at MSU which will lead to greater numbers and higher quality partnerships between MSU and area non-profit and tax exempt organizations. We also work each year in concert with the Student Activities office, the MSU Voice Center, Career Services, Health Promotions, and the Leadership Institute, to meet an array of student needs and address student issues.

As our work to connect campus and community encompasses involving students in service work that is co-curricular or service learning in nature, our office works with faculty from any discipline interested in exploring these experiential learning opportunities. In assisting faculty with service learning partnership identification and development we have worked with the Provost's office, faculty in the departments of Education, Health and Human Development, in Art and Architecture, English, Nursing and Engineering thus far in 2006. We have an established MSU Service Learning Advisory Board and work continues to integrate a "SL" course designation into the schedule of classes and catalog identifying and describing service learning courses to students. We also continue to offer an annual faculty/community partner award for excellence in service learning in partnership the President's office and with sponsorship from a local business. We have partnered with the Burns Telecommunications Center in past years to involve Native American youth in their tribal communities around the state. Finally, we work annually with both ASMSU as well as the MSU Alumni Association to identify and recognize students who have demonstrated an outstanding and sustained commitment to serve throughout their academic careers.

The OCI is an open door on campus and we aspire to work with any group or individual who seeks to engage their students or themselves in the world beyond the campus walls. Over the years we have come to be known in the community as an approachable portal to find campus resources. We field calls weekly from community groups, individual citizens, as well as non-profit organizations seeking connections to campus that may not involve volunteers at all...we are simply a safe place to begin their search. The scope of our mission and the diversity of constituents we serve (students, faculty, staff, administrators and community-based organizations) naturally implies that we respect all of our many differences, but we choose to embrace, emphasize and build upon our commonalities. A shared desire to enhance the MSU student's learning/educational experience pulls us all together, across both visible and invisible lines of demarcation between campus and community, between Student Affairs and Academic Affairs divisions, and between departments of varying disciplines. In summary, OCI is an office that links campus and community in ways that foster sustainable partnership building and positive relations. We work to mobilize campus human and intellectual resources to better serve Montana.

| | INVOLVEMENT Key Performance Indicators | COMMUNITY | FY06 Budgeted FTE: | 0 | | FY06 Bud Amendm |
|------------------------------------|---|------------------------|--------------------------|-----------------|-----------------|--------------------|
| | F | Productivity Benchmark | 2005 | 1 0000 | | |
| Relationship to University Mission | Description | Benchmark | 2005 Measure | 2006 Measure | мѕ | VP Ta |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| D (1.11 O 1.5% 1) | | | Φ./. 100 | 444400 | | |
| Beneficially Cost Effective | External grant, sponsorship, fees, donated funds received | | \$66,199 | \$44,109 | $+\!\!-\!\!\!-$ | - |
| Beneficially Cost Effective | Students involved in community | | 2,600 | 2,670 | | |
| · | | · | | | · · | |

C:\DOCUME~1\tdvsart\LOCALS~1\Temp\Student Services.doc

| D (1 0 E(1 1 | | 0.050 | 2007 | |
|---|---------------|-------|------|----------|
| Beneficially Cost Effective | Student users | 2,950 | 3007 | |
| | | | | |
| | | | | |
| Beneficially Cost Effective | Faculty users | 52 | 67 | <u>└</u> |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| C:\DOCUME~1\tdysart\LOCALS~1\Temp\Student Servi | ices.doc | | | |

| Departmental Base Budget Overview | | | | | | | | | | | |
|-----------------------------------|---------------------|--------|--------|--------|--------|-----------|------------|-------------|---------|--------|-----------|
| Department | Women's C | enter | | | | Executive | VP Student | Affairs & S | ervices | | |
| Index | Index 4S1170 | | | | | | 05 | | | | |
| Base Budgets: | | | | | | | | | | | 10-Year % |
| 1997 | 1998 | 1999 | 2000 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | Change |
| 12,117 | 12,454 | 12,199 | 12,822 | 12,822 | 13,053 | 13,291 | 13,291 | 13,377 | 13,662 | 14,008 | 15.61% |

Program Mission Statement:

The MSU Women's Center is a department in the division of Student Affairs. We are open to all students, staff, faculty and community members and work toward promoting greater responsiveness to the needs of MSU women. Our focus is to empower women and create a campus that is equitable by offering educational programs and support services. Campus community members are encouraged to become involved with the Women's Center through work-study, volunteer, paraprofessional, and internship positions.

How the Program is Necessary to the University:

The Women's Center is unique in it's mission to support those women at MSU who may not be comfortable going elsewhere for referrals, scholarship information, or to discuss personal issues or concerns. We are continually enhancing the learning environment at MSU through the offering of free educational programs, we foster a sense of responsibility in students by offering them volunteer, internship and paraprofessional experiences, and we offer them an intimate sense of community in a unique and thought-provoking environment. Students frequently note that their involvement with the Women's Center has deeply enriched their experience at MSU, and several have mentioned that they had considered leaving the university before they discovered our office. The high volume of contacts we have each year reflect a strong need for and value of the Women's Center.

Program Overview:

We offer a wide variety of programs and services including Sack Lunch Seminars, an annual Shannon Weatherly Lecture, coffeehouses, National Women's History Month events, a Grant writing workshop, a lending library open to all students, faculty and staff, and a bi-monthly newsletter. We also encourage people to stop by with questions, concerns, and issues they would like to discuss with someone and advise several student organizations, including Q-MSU and Students for Choice. The Women's Center offers volunteer, internship and paraprofessional experiences to all MSU students. The Women's Center is a unique entity on campus for the exploration of diversity and gender issues.

| | WOMEN'S CENTER Performance Indicator | s | FY06 Budgeted FTE: | 0.334 | FY06 Budget: | \$13,662 | | |
|-----------------------|--------------------------------------|------------------|--------------------------|-----------------|------------------|----------------|--|--|
| Relationship to | | Productivity Ben | chmark | | | | | |
| University Mission | Description | Benchmark | 2005 Measure | 2006 Measure | MSU VP Target | Source/Comment | | |
| Desirable/Best | | | | | | | | |
| Practice | Sack lunch seminars | | 301 | 285 | | | | |
| Desirable/Best | | | | | | | | |
| Practice | Women's History Month and reception | | 260 | 235 | | | | |
| Desirable/Best | | | | | | | | |
| Practice | Shannon Weatherly Lecture | | 0 | 2260 | | | | |
| Desirable/Best | | | | | | | | |
| Practice | Newsletter publication cost | | 560 | 654 | | | | |
| Desirable/Best | | | | | | | | |
| Practice | Coffeehouses | | 300 | 150 | | | | |
| | Q-MSU | | 100 | 75 | | | | |

National Benchmarks:

After searching web sites from other University - sponsored Women's Center and speaking with various WC directors, we have found that our mission statement, goals, programs and services are very much in line with other centers in our region. What is not in line, however, is our budget. Though University of Montana's budget is comparable to ours, they do not have a professional position and are completely student run. Other W C's (at U of North Dakota, U of Idaho, Oregon State U, and U of Wyoming) budgets range from three to 10 times ours.

MSU Trend Data and Key Performance Indicators

The following is a sample of our contacts throughout the past five years:

FY 2000: Served 2,864 clients, referred 164 clients to university departments and local businesses; had 140 clients use our library; had 156 contacts for Q-MSU; had 1,088 people attend our educational programs.

FY 2002: We served 2,634 clients, referred 189 clients; had 186 clients use our library; had 225 contacts for Q-MSU; had 1,004 people attend our educational programs. We also offered volunteer, work-study and internship opportunities to 10 students.

FY 2003: We served 2,909 clients including walk-in clients, call-in clients and people attending our programs; referred 201 clients to university departments and businesses for a variety of needs including counseling, crisis intervention, business loans and legal advice; had 198 clients use our Geraldine Fenn Memorial Library; had 249 contacts for Q-MSU, MSU's gay and lesbian student group, had 1,293 people attend our educational programs including Sack Lunch Seminars, the Shannon Weatherly lecture and National Women's History Month events; sent out mailings to the 425 people who receive our newsletters, Sack Lunch Seminar fliers and other pertinent information about our activities. The Women's Center has a very small staff of one .5 FTE director, a student work-study assistant @ .30 FTE and our temporary assistant position @ .20 FTE. Several volunteers help fill in the hours as well.

FY 2005: We served 2,357 clients including walk-in clients, call-in clients and people attending our programs; referred 171 clients to university departments and businesses for a variety of needs including counseling, crisis intervention, business loans and legal advice; had 110 clients use our Geraldine Fenn Memorial Library; had 157 contacts for QSA, MSU's GLBT student group, had 920 people attend our educational programs including Sack Lunch Seminars, and National Women's History Month events (we had no budget for a Shannon Weatherly Lecture this year); sent

| out mailings to the 412 people who receive our newsletters, Sack Lunch Seminar fliers and other pertinent information about our activities. The Women's Center has a very small staff of one .5 FTE director, a student work-study assistant @ .20 FTE and our temporary assistant position @ .20 FTE. Four volunteers help fill in the hours as well. We are only able to be open 35 hours per week because of budget constraints and our annual budget increases are not enough to cover pay raises and expenses to maintain an office. |
|--|
| FY 2006: We served 3,259 clients including walk-in clients, call-in clients and people attending our programs; referred 213 clients to university departments and businesses for a variety of needs including counseling, crisis intervention, business loans and legal advice; had 122 clients use our Geraldine Fenn Memorial Library, had 133 contacts for QSA, MSU's GLBT student group, had 2, 204 people attend our educational programs including Sack Lunch Seminars, and National Women's History Month events, the Shannon Weatherly Lecture, and the production of the Vagina Monologues, sent out mailings to he 424 people who receive our newsletters, Sack Lunch Seminar fliers and other pertinent information about our activities. The Women's Center has a very small staff of one .5 FTE director, a student work-study assistant @ .20 FTE and our temporary assistant position @.20 FTE. Volunteers help fill in the hours as well. We are only able to be open 35 hours per week because of budget constraints and our annual budget increases are not enough to cover pay raises and expenses to maintain an office. |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |

C:\DOCUME~1\tdysart\LOCALS~1\Temp\Student Services.doc

| Departmental Base Budget Overview | | | | | | | | | | | ! |
|-----------------------------------|-----------|---------|---------|---------|---------|-----------|------------|-------------|---------|-----------|--------|
| Department | Registrar | | | | | Executive | VP Student | Affairs & S | ervices | | |
| Index | 4S1300 | | | | | Program | 05 | | | | |
| Base Budgets: | | | | | | | | | | 10-Year % | |
| 1997 | 1998 | 1999 | 2000 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | Change |
| 596,189 | 600,776 | 592,648 | 600,202 | 620,211 | 643,183 | 671,772 | 675,516 | 681,140 | 730,347 | 555,344 | -6.85% |

Program Mission Statement:

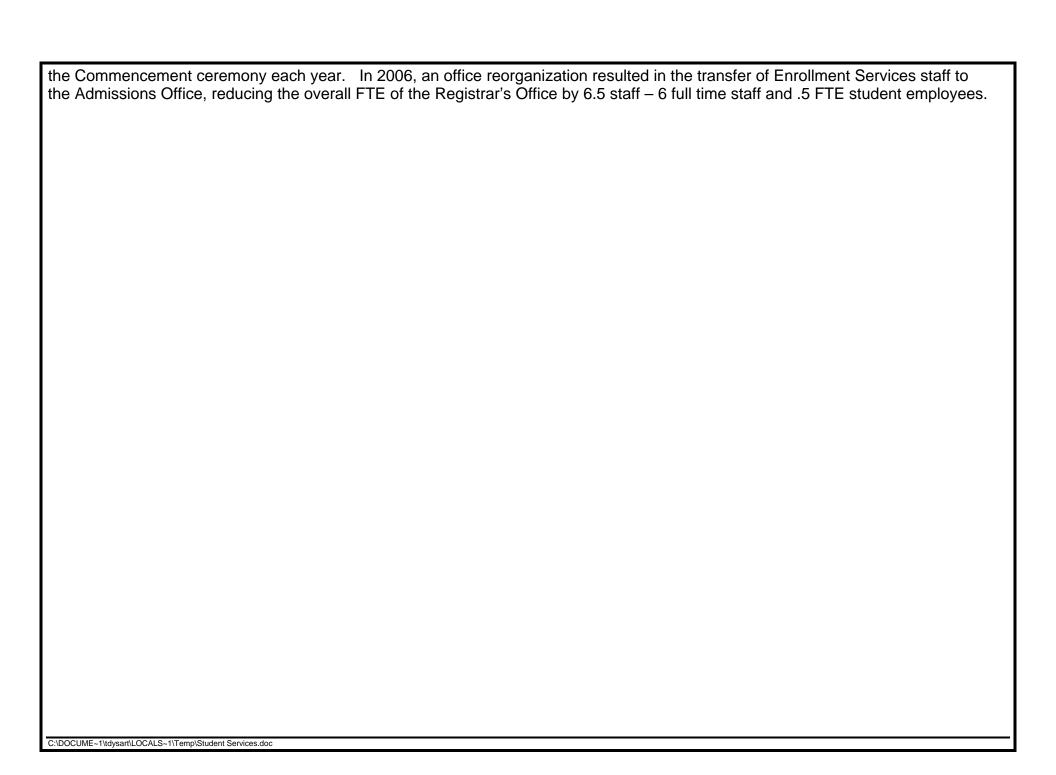
An accurate unabridged record of all students' academic records is maintained to provide historical information on past & current enrollment and degrees. The Registrar's Office provides current and archived academic records management, registration for students, and evaluation of program completion for baccalaureate degrees in accordance with Montana State University and Board of Regents policy. The department admits former students, and provides transfer credit evaluation for these students as well as for current students enrolled in other institution(s) simultaneously. Academic course scheduling and classroom management is administered by the department. Academic policies and the undergraduate catalog are maintained and updated on the MSU Web site by this staff. The Registrar's Office will continue to provide professional and positive interaction with students, parents, faculty, staff and the general public to present a service-oriented image of Montana State University, while providing the highest level of customer service to our constituencies.

How the Program is Necessary to the University:

The Registrar's Office is a central component of the academic mission of Montana State University, providing formal validation of teaching and learning on this campus. No other department interacts with students over the passage of an academic career in the same manner as this office: beginning with new student orientation, continuing with enrollment for both continuous and returning students, and lasting through graduation and beyond when formal verification of academic records and transcripts is requested.

Program Overview

The Registrar's Office serves as an academic and administrative 'center' for Montana State University, connecting MUS and MSU academic policies to departments and students, providing formal validation of teaching and learning on this campus, and insuring student access to the institution. This department maintains 360,000+ academic records; creates and manages the Fall & Spring academic Schedule of Classes with 6,050+ course sections; assigns 82 registrar-controlled classrooms plus other department space; plans & manages registration for 13,000 students each semester plus 3,000 in Summer Session; coordinates seamless and concurrent registration for MSU COT-GF courses; manages Continuing Education registration, grades and transcripts, maintains the data base for the printed and on-line University catalog; reviews & awards 2,200+ degrees annually while planning & coordinating



REGISTRAR Key Performance Indicators

C:\DOCUME~1\tdysart\LOCALS~1\Temp\Student Services.doc

FY06 Budgete d FTE:

24.000

\$730,347

| Relation -ship to | | | Productivity Benchmark | | | | | | | |
|--------------------------------|---|----------------|-------------------------|-------------------------|-------------------------|-------------------------|--------------------------|---|--|--|
| Univer- sity Mission | Description | Bench- mark | 2003 Measure | 2004 Measure | 2005 Measure | 2006 Measure | MSU VP Target | Source/Comment | | |
| | Records Auditing/Gradu -ation 5.0 FTE - Graduate and | | | | | | | Need for continued funding of CAPP Program Manager to enhance undergraduate advising | | |
| Essential | transcript audit, CAPP; ContEd. | None | 12,500 students | 12,300 students | 12,600 students | 12,750 students | 15,000 students | Services provides to undergraduates, graduate students, and continuing education students (both UG and Grad) | | |
| | Registration Scheduling 2.0 FTE – course& | | 3,150 | 3,250 | 3,700 | 4,000 | 5,000 | Coordinate with MSU-COT,GF on seamless course offerings, registration and fee payment Expanding Course Offerings as admissions criteria for English writing | | |
| Essential | room schedule Window/Enroll- ment Validation 4.5 FTE - reception, registration, enrollment, | None | courses | courses | courses | courses | courses | increase, and continue adding developmental Math courses | | |
| Essential | diplomas, verification Technical | None | enrolled students | enrolled students | enrolled students | enrolled students | enrolled students | Students, faculty, staff and the general public customer service; retention and student services | | |
| Essential | Support 1.0 FTE - Banner coordination | None | 12,500 students | 12,300 students | 12,600 students | 12,750 students | 15,000 students | Maintain on-going systems, develop enhanced services, coordinate with CAPP Program Manager, services to Cont Ed & Extended University | | |
| Essential | Transcript Processing 2.0 FTE - process transcript requests | None | 21,000 requests | 21,500 reguests | 22,500 requests | 23,500 requests | 25,000 requests | Maintain 3-5 day processing time as demand increases; coordinate on- line orders using credit card payment | | |
| Beneficially Cost Effective | Records Manager 1.0 FTE – archived file inventory | None | 77,500 files | 80,000 files | 85,000 files | 125,000 files | 200,000 + files | Secure funding and provide action plan for digital imaging; begin phased implementation of imaging project for archived records | | |
| Essential | Administrative 2.0 FTE - manage operations | None | 20 fulltime staff | 20 fulltime staff | 21 fulltime staff | 22 fulltime staff | 17 fulltime staff* | *dept re-organization; staff transferred to Admissions office. Manage current operations and plan for program enhancements; supervise staff, insure professional development and improved services to the campus | | |

National Benchmarks:

National Benchmarking was completed in 1996 showing that the Registrar's Office was well below peer institutions in the cost of processing former student re-admission, developing a course schedule and transcript records. With no increase in operations since 1996, we continue to remain below the national average. A new benchmark should be evaluated to provide more current comparative data following the office reorganization.

MSU Trend Data:

Quality improvements in lower division education have been identified as a MUS and MSU strategic goal; undergraduate advising is a singular component of this objective. An integral part of this effort was a mandate to implement CAPP (Curriculum and Program Planning on-line audit), which will provide enhanced undergraduate advising for students, but requires significant commitment in staff and operations. Continued funding for the current 1-year funded CAPP Program Manager position is essential to complete the implementation and sustain on-going changes as course, program and catalog modifications occur. Optimal use of CAPP will increase the effectiveness of academic planning, and provide a more useful advising tool for faculty advisors and undergraduate students. Bozeman is the only campus without CAPP implemented.

A project to image 250,000 archived academic transcripts has begun. Eventually this project will expand to image current student records after the historical records are digitally archived. Imaging will provide on-line access and greater security and disaster recovery of these historic records. To effectively integrate imaged records with the Banner software, however, will require significant commitment in budget and staff resources.

The number of students participating in the MSU COT-Great Falls courses taught on the Bozeman campus has doubled over the last 2 years, and will significantly increase over the next 2 years as the English writing component admissions requirement is implemented. The effort and resources to create the appearance of a seamless registration, fee statement and transcript also increases incrementally, since this is a dual enrollment between the 2 campuses. Increased interaction with the COT staff on the Bozeman campus, as well as the Great Falls registrar's staff, requires additional staff efforts be dedicated to insure accuracy in registration and grading, to continue this service to students.

| | Departmental Base Budget Overview | | | | | | | | | | |
|---------------|-----------------------------------|-------------|-------------|---------|---------|-----------|------------|-------------|---------|---------|-----------|
| Department | Admissions | s & Enrollm | ent Service | s | | Executive | VP Student | Affairs & S | ervices | | |
| Index | 4S1400 | | | | | Program | 05 | | | | |
| Base Budgets: | | | | | | | | | | | 10-Year % |
| 1997 | 1998 | 1999 | 2000 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | Change |
| 416,972 | 422,841 | 439,985 | 453,770 | 466,084 | 477,952 | 494,007 | 500,646 | 620,033 | 639,581 | 860,749 | 106.43% |

Program Mission Statement:

The Office of Admissions and Enrollment Services is engaged in providing accurate, timely information and programs about Montana State University to prospective undergraduate students/families. The Office is also responsible for the processing of all undergraduate freshman and transfer applications for admission.

Program Overview:

- 22.25 FTE are employed in Admissions
- Approximately 80 students assist with the program(s) (40 Advocats, 35 Orientation Leaders, two E-Cats and ten Tele-Cats)
- Some 70,000 prospects were on the database on 8/1/06. Of that group, 35,401 were interested in attending MSU in the fall of 2006.
- 2005-2006 recruitment travel summary:

Montana Travel:

19 college fairs

162 high school visits

6 community college visits

24 Rockin the Rez events

Out of State Travel:

133 college fairs in 19 states

523 high school visits in 18 states

48 pizza party/receptions in 18 states

- Approximately 1,800 individual family campus visits were arranged in the 2005-2006 recruitment year (each includes a campus tour, private meeting with an admissions representative, and faculty/staff meetings, sample classes and residence hall tours as requested). Campus tours are offered two times each day Monday through Friday and Saturdays and Holidays by appointment.
- Three MSU Friday group visit programs were held with an attendance of approximately 1,800
- Freshman Orientation: three major summer programs and programs prior to fall, spring and summer semesters serve all new freshmen
- Transfer Orientation: transfer advising/orientation on appointment basis are offered much of the summer and prior to spring semester as well as organized programs prior to each semester
- Approximately 40,000 phone calls were made to prospective fall 2006 students by faculty, student and staff callers

| | Approximately 50 different mass emails were sent throughout the fall 2006 recruitment cycle. These emails were sent to as many as 50,000 people per mass email. In addition all travel itineraries were emailed to people in appropriate geographic regions. |
|--------|--|
| • | Approximately 700,000 pieces of direct mail were sent into the homes of prospective students during the 2005-2006 recruitment season |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| C:\DO0 | CUME~1\tdysart\LOCALS~1\Temp\Student Services.doc |

ADMISSIONS & ENROLLMENT SERVICES

Key Performance Indicators

FY06 Budgeted FTE:

15.250

FY06 Budget:

\$639,581

| Relationship to | | • | | | | |
|-----------------------|---------------------------------------|-----------|-----------------|-----------------|------------------|---|
| University Mission | Description | Benchmark | 2005 Measure | 2006 Measure | MSU VP Target | Source/Comment |
| Essential | Cost to recruit one new undergraduate | 742 | 275 | 312 | | Benchmark: 2005 NACAC Survey/School of our size |
| Essential | Cost to recruit one new undergraduate | 1781 | n/a | 312 | | Benchmark: 2005 NACAC Survey/National 4 year school |
| Essential | Cost to recruit one new undergraduate | 1781 | n/a | 312 | | Benchmark: 2005 NACAC Survey/Schools in the West |
| Essential | Cost to recruit one new undergraduate | 1828 | n/a | 312 | | Benchmark: 2005 NACAC Survey/Based upon selectivity |

National Benchmarks:

All benchmark data was derived from the 2005 State of College Admissions report by the National Association of College Admissions Counselors (NACAC). All MSU figures were calculated for the 2005-2006 recruitment season. In calculating the MSU benchmarks, the MSU Admissions FY 06 state funds were divided by all new undergraduates, full and part-time in 2006. The Admissions designated accounts were not considered in this calculation as the comparative NACAC schools surveyed did not typically count designated funds.

MSU Trend Data:

New fall freshman enrollments have grown from 1,554 in the fall of 1991 to 2,196 in the fall of 2006. During that same time, the number of non-resident/WUE, new fall freshmen increased from 409 to 786. See the chart below:

| <u>New Freshmen</u> | <u>Fall 1991</u> | <u>Fall 2006</u> |
|-------------------------------------|------------------|------------------|
| In State | 1,145 | 1,410 |
| Out of State | 174 | 682 |
| WUE | 235 | 104 |
| Freshman Totals | 1,554 | 2,196 |
| Total MSU enrollment/fall | 10,111 | 12,338 |
| i otal ivioo orii olii ilolii ilali | 10,111 | 12,000 |

While Montana State University has experienced the growth described above, academic indicators continue to rise for the entering freshman class. See the chart below:

| <u>Indicator</u> | <u>Fall 1992*</u> | Fall 2006 |
|----------------------|-------------------|-----------|
| Average freshman gpa | 3.15 | 3.3 |
| Average ACT score | 2.9 | 24.0 |
| Average SAT score | 1080 | 1128 |

Note: *1991 data was not available.

.

| | | | D | epartme | ntal Base | Budget | t Overviev | N | | | |
|--------------|--------------|-------------|-------------|---------|-----------|-----------|------------|-------------|---------|---------|-----------|
| Department | Financial Ai | id & Studen | nt Employme | ent | | Executive | VP Student | Affairs & S | ervices | | |
| Index | 4S1500 | | | | | Program | 05 | | | _ | |
| Base Budgets | | | | | | | | | | | 10-Year % |
| 1997 | 1998 | 1999 | 2000 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | Change |
| 442,298 | 440,173 | 430,922 | 444,491 | 456,849 | 470,517 | 536,016 | 535,912 | 538,538 | 555,592 | 574,625 | 29.92% |

Program Overview and Mission:

The Office of Financial Aid Services assists students in financing their educational expenses through a variety of federal, state, and institutional loan, grant, scholarship, fee waiver, and work programs. In administering these programs, our staff works directly with applicants for student aid, with their parents or sponsors, and with secondary school personnel. The student aid delivery system touches, in one way or another, every department at Montana State University. In addition, we work with numerous external organizations such as donors, financial institutions, and state and federal government agencies, or their contractors. In support of the Mission and Vision Statements of Montana State University, the Office of Financial Aid Services is committed to: (1) providing appropriate financial resources to students in an accurate, equitable and timely manner while complying with federal, state and institutional regulations and guidelines, (2) educating and informing students and families regarding financial aid programs through quality consumer information and services, and (3) helping students achieve their postsecondary educational goals by making every effort to remove financial barriers.

How the Program is Necessary to the University:

The Office serves as the primary contact and conduit of student financial assistance programs offered to the student population through the following major programs: Grants, Work Study, Loans, Scholarships, and Fee Waivers. The service provided is mission critical from a recruitment and retention perspective. Approximately seventy percent (70%) of the student population receives some form of financial assistance via the Office of Financial Aid Services and many would not be able to attend without aid.

Accomplishments during the year — Streamlining and automation of various processes have eliminated some backlogs resulting in greater efficiency, cost savings and better customer service. Redesigned Short-Term Loan application and repayment process. Outreach and training efforts have been increased, both in the community and on-campus. Successful public relations campaign activities for early FAFSA filing awareness have been expanded (e.g. High School visits, FAFSA awareness week and College Goal Sunday). Partnership with the VISTA program has resulted in greater community service job opportunities for students. A new federal loan program was implemented for graduate students (Grad PLUS). Implementation of two new federal grant

programs will continue over the next fiscal year. Centralized Policies and Procedures manual has been expanded using the national template. Cross training and staff mentoring in key areas improved workflow and resulted in increased service to clientele. Two Quality Assurance assessments were completed. Conducted a 400+ Quality Assurance Program verification sample to analyze the effectiveness of our verification selection criteria. We continue to partner with the Student Assistance Foundation for loan exit counseling, default prevention activities and outreach. Implemented EFT and electronic certification for several new alternative loan lenders. Regulatory notices of loan disbursements using email were developed. Revamped reporting procedures of last date of attendance for unofficial withdrawals. Streamlining and automating manual processes, enhancement of website, timely delivery of aid, a student-centered approach to operations and excellent customer service continues to be paramount goals of the department.

Continued Challenges – The evolution of new scholarship programs and increased activity in development designed to dramatically increase student scholarship opportunities have a direct impact to the department and will require future resource investment to keep up with operational expectations of the department. Regulatory changes (HERA), new federal aid programs and increased tuition rates present challenges that require more direct contact with clientele. The next Reauthorization of the Higher Education Act will result in many operational changes. Staff turnover continues to have a significant impact on workload of the entire organization. Due to the regulatory and complex nature of financial aid, new employees require significant amount of training and oversight. Due to limited technical resources, advancements in automation happen at a slower pace than desired. The number of students filing for financial aid has increased by 1,438 in a 5 year span. The additional workload associated with this increase will result in budget and staffing challenges in future cycles to keep abreast of the demands of the student population.

FINANCIAL AID & STUDENT EMPLOYMENT Key Performance Indicators

FY06 Budgeted FTE:

16.833

FY06 Budget: **\$555,592**

| Relationship | | Productivity Ber | nchmark | | • | |
|--------------------------|-----------------------------------|------------------|-----------------|-----------------|-----------------|----------------|
| to University Mission | Description | Benchmark | 2004 Measure | 2005 Measure | 2006 Measure | Source/Comment |
| | Process scholarships and grants | | | | | |
| Mandated | (3.00 FTE) | 92.12 | 147.38 | 147.38 | 147.38 | NACUBO |
| Mandated | Loan processing (3.50 FTE) | 107.48 | 171.94 | 171.94 | 171.94 | NACUBO |
| Mandated | Workstudy management (2.00 FTE) | 61.41 | 98.26 | 98.26 | 98.26 | NACUBO |
| Essential | Client services (3.00 FTE) | 92.12 | 147.38 | 147.38 | 147.38 | NACUBO |
| Essential | Technical support (1.00 FTE) | 30.70 | 49.13 | 49.13 | 49.13 | NACUBO |
| | Accounting/Special Programs (2.00 | | | | | |
| Mandated | FTE)/Athletics (.333) | 61.41 | 114.64 | 114.64 | 114.64 | NACUBO |
| Essential | Office Management (2.00 FTE) | 61.41 | 98.26 | 98.26 | 98.26 | NACUBO |

National Benchmarks: NACUBO information was used to compare in three different categories 1) number of students who applied for financial aid per departmental FTE, 2) number of students who were offered financial aid as a percentage of the number of students who applied for financial aid and 3) number of students who received financial aid as a percentage of total students. Results are outlined as follows:

| | National Benchmark | MSU FY05 | MSU FY06 |
|--|--------------------|----------|----------|
| # of Students Who Applied for Financial Aid per Departmental FTE | 475.94 | 758.33 | 776.15 |
| 2. # of Students Who Were Offered Financial Aid as a % of # of Students | | | |
| Who Applied for Financial Aid 3. # of Students Who Received Financial | 76.9% | 81.7% | 82.5% |
| Aid as a % of Total Students | 54.2% | 67.5% | 67.4% |

C:\DOCUME~1\tdvsart\LOCALS~1\Temp\Student Services.doc

MSU data was entered into the NASFAA (National Association of Financial Aid Administrators) Staffing Model Analysis. Current MSU staff is 2.4 FTE below the average staff size according to this analysis.

MSU Trend Data: MSU trend data was calculated in the same three categories used for the national benchmarking data. Results are outlined below.

| | FY01 | FY02 | FY03 | FY04 | FY05 | FY06 | |
|--|--------|--------|--------|--------|--------|--------|--|
| 1. # of Students Who Applied for | | | | | | | |
| Financial Aid per Departmental FTE | 734.35 | 721.61 | 753.81 | 769.85 | 758.33 | 776.15 | |
| 2. # of Students Who Were Offered | | | | | | | |
| Financial Aid as a % of # of Students | | | | | | | |
| Who Applied for Financial Aid | 76.0% | 73.7% | 76.2% | 81.8% | 81.7% | 82.5% | |
| 3. # of Students Who Received Financial | | | | | | | |
| Aid as a % of Total Students | 61.9% | 62.0% | 65.2% | 66.2% | 67.5% | 67.4% | |
| Award letters printed | 8840 | 8958 | 9667 | 10598 | 10435 | 10777 | |
| Award letters returned | 7099 | 7078 | 7732 | 8070 | 8113 | 7978 | |

| | | | De | epartmer | ntal Base | Budget | Overview | / | | | |
|--------------|--------------|-----------|-----------|-----------|-----------|-----------|------------|--------------|-----------|-----------|-----------|
| Department | Bobcat Athle | etics | | | | Executive | VP Student | Affairs & Se | ervices | | |
| Index | 4S2001 | | | | | Program | 05 | | | | |
| Base Budgets | : | | | | | | | | | | 10-Year % |
| 1997 | 1998 | 1999 | 2000 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | Change |
| 1,861,906 | 1,932,176 | 1,944,408 | 1,999,546 | 2,027,076 | 1,981,387 | 2,062,239 | 2,089,522 | 2,126,828 | 2,221,654 | 2,410,990 | 29.49% |

Program Mission Statement: The mission of the Department of Intercollegiate Athletics at Montana State University is to develop and enhance athletic programs promoting academic integrity, athletic competition and social and fiscal responsibility consistent with University philosophies. The Department of Athletics will provide:

- -Opportunities for a richly diverse academic and athletic environment in which the entire University community is fully engaged in supporting student athlete's success.
- -A competitive opportunity that strives for athletic excellence within the Big Sky Conference and NCAA while promoting self-discipline, sportsmanship and ethical conduct.
- -A mutually beneficial relationship which enhances welfare, personal growth and success between student-athletes and all constituencies. The Department of Intercollegiate Athletics is committed to promoting honesty, integrity, fiscal responsibility, and a sense of Bobcat Pride throughout the University community and the State of Montana. Student-athletes and staff of the department shall be afforded these opportunities regardless of sex, race, creed, or national origin.

How the Program is Necessary to the University: Bobcat Athletics is an integral part of Montana State University and plays an essential role in tying the University to the community, state and alumni. Additionally, Athletics contributes to enrollment management by recruiting, providing financial aid, and retaining students to graduation at a rate that exceeds that of the University as a whole. Athletics attracts students to the Institution in addition to athletes through media attention, established family relationships, and exposure to the campus at athletic events. Intercollegiate athletics also attracts minority students to the Montana State University campus promoting diversity at the student level, as well as the professional sector through the coaching staff. Athletics supports the University mission not only through academics but financially as well. Over the last 5 years Bobcat Athletic Designated Funds have provided an average of approximately \$1.3 million in return dollars to the MSU campus. For each dollar of base budget Institutional support for the past 5 years, Athletics has returned between 65-68%, to the MSU campus through scholarships, administrative fees, printing, residence life and other campus services.

Program Overview:

Bobcat Athletics is a member of the Big Sky Conference and fields 15 athletics teams at the Division I level, with football participating in the Championship Subdivision. In the past year, Montana State University secured 2 conference championships and 2 Coaches of the Year, and had 5 student-athletes receive National Academic honors. Montana State University student-athletes consistently have a cumulative GPA in excess of 3.0 and posted a average team GPA of 3.08 in 2006. In the Spring of 2004 the Department of Athletics worked with campus and presented to the Board of Regents a revised five year budget plan. Fiscal year 2005-2006 saw athletics exceed expectations of the plan and eliminate it's negative

fund balance from a deficit of \$130,000 at FY05 year-end to a surplus in excess of \$180,000. These reductions were accomplished through the generation of additional revenues and expenses savings. A new 5-year budget plan for FY2008-2012 is in development.

| Key | ATHLETICS Performance Indicators | 6 | FY06 Budgeted FTE: | 53.438 | FY06 Budget: | \$2,221,654 |
|----------------------------|--|------------------|--------------------------|-----------------|------------------|-------------------|
| Relationship to | | Productivity Ben | chmark | | | |
| University Mission | Description | Benchmark | 2005 Measure | 2006 Measure | MSU VP Target | Source/Comment |
| Desirable/Best | | | | | | |
| Practice | Graduation rate | 60.5% | 67% | N/A | 54% | Benchmark: NACUBO |
| Desirable/Best | | | | | | |
| Practice | Student-athletes per FTE | 5.11 | 6.96 | 7.15 | | Benchmark: NACUBO |
| Desirable/Best Practice | Maintaining Title IX equity - # of Female Intercollegiate Athletes as % of Total | 32.68 | 45 | 47 | | Benchmark: NACUBO |
| Desirable/Best Practice | # of Male Intercollegiate Athletes as % of Total Intercollegiate Athletes | 67.32 | 55 | 53 | | Benchmark: NACUBO |
| Desirable/Best | Maintain 15 Division I Sports – | 1.702 | | | | |
| Practice | # of Sports per FTE | .20 | .28 | .28 | | Benchmark: NACUBO |
| Desirable/Best Practice | # of Sports Supported | 17 | 15 | 15 | | Benchmark: NACUBO |

Academic Integrity: Bobcat Athletics strives to exceed MSU undergraduate and NCAA Division I averages for GPA and graduation rate. Following are the athletic graduation rates and University graduation rates, respectively: 2001 – 41%, 43.6%; 2002 – 50%, 43%; 2003 – 52%, 41%; 2004 – 52%, 44%; 2005 (most recent available data) – 67%, 47%.

Average GPAs for all Sports: 2002 - 3.05, 2003 - 3.13, 2004 - 3.003, 2005 - 3.10, 2006 - 3.08

Equity & Diversity: Bobcat Athletics strives to provide male and female student-athletes access to participation within 3% of the proportion of male and female undergraduate students attending MSU- Bozeman. Following are the proportionality of males to females for athletics and the University, respectively: 2001 – 55 to 45, 54 to 46; 2002 – 56 to 44, 55 to 45; 2003 – 57 to 43, 54 to 46; 2004 - 54 to 46, 55 to 45; 2005– 55 to 45, 54 to 46; 2006 - 53 to 47, 53 to 47

National Benchmarks:

- -Bobcat Women's Basketball program finished 5th nationally in Grade Point Average as ranked by the Women's Basketball Coaches Association.
- -Heptathlon All-America Erin Jones-Graf earned US Track Coaches National All-Academic honors, Kurt Michels earned Second Team ESPN The Magazine Academic All-District VII honors in cross country, and the MSU women's team earned National All-Academic Team honors.
- -Three Bobcats earned All-America honors at the NCAA Outdoor Track Championships in June.
- -Bobcat Men's Tennis team earned it's 3rd consecutive Big Sky title; Senior Federico Ueltschi earned his 3rd consecutive conference MVP honor.
- -Bobcat Tennis standout Marek Gebicki earned ESPN The Magazine Academic All-America 1st Team honors.
- -MSU student-athletes have ranked 1st in total Academic All-Big Sky Conference selections since 1976 & are #1 in the Big Sky Conference in NCAA Post-graduate scholarship selections.
- -For the past seven years Bobcat Volleyball has ranked among the nation's top 40 in attendance.

| Big Sky Conference All Sports Trophy: 2006: Women -8^{th} ; Men -3^{rd} ; 2005: Women -5^{th} ; Men -1^{st} ; 2004: Women -3^{rd} ; Men -3^{rd} ; Big Sky Conference All Academic Student-Athletes: $2002 - 91$, $2003 - 98$, $2004 - 96$, $2005 - 90$, $2006 - 98$ President's Cup: |
|--|
| -Montana State won its first Sterling Bank Big Sky Conference President's Cup in 2004-05. The award goes to the league school that fares the best in athletic competition and academic achievement. |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| C:\DOCUME~1\tdysart\LOCALS~1\Temp\Student Services.doc |