INTRODUCTION
During Fall 2013, the Lowman Student Center (LSC) conducted a self-assessment (SA) based on the standards and guidelines published by the Council for the Advancement of Standards in Higher Education (CAS). The LSC specifically followed the CAS Self-Assessment Guide for College Unions (SAGCU), organized into twelve components:

- Part 1. Mission
- Part 2. Program
- Part 3. Organization and Leadership
- Part 4. Human Resources
- Part 5. Ethics
- Part 6. Law, Policy, and Governance
- Part 7. Diversity, Equity, and Access
- Part 8. Institutional and External Relations
- Part 10. Technology
- Part 11. Facilities and Equipment
- Part 12. Assessment and Evaluation

The LSC Review Team judged compliance with CAS standards utilizing the Criterion Measure Rating Scale matrix listed in the SAGCU.

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<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
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</thead>
<tbody>
<tr>
<td>Does Not Apply</td>
<td>Insufficient Evidence/ Unable to Rate</td>
<td>Does Not Meet</td>
<td>Partly Meets</td>
<td>Meets</td>
<td>Exceeds</td>
<td>Exemplary</td>
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PROCESS
James Van Roekel, Associate Director of the LSC, served as review team leader for the SA. An SA timeline was developed to thoroughly match and review current assessment and reporting activities to the SAGCU standards and to determine where corrective action is needed—each week beginning September 9 covered one component over 12 weeks. It was decided at the outset of the process that while the entire LSC staff would be closely involved with the SA, only the LSC Director, Associate Director, and Assistant Director would serve as the review team. Meetings were held weekly to discuss and evaluate specific LSC activities with each team member rating per the SAGCU matrix. These ratings were compiled and averaged, then shared with the remainder of the LSC staff for comments (Appendix A).
The LSC serves Sam Houston State University (SHSU) students, faculty, staff, alumni, and their guests. All use must be conducted in accordance with local, state, and federal law and in accordance with applicable rules, regulations, policies and procedures of the Texas State University System and Sam Houston State University. SHSU’s student community, the LSC’s first priority, enjoys a population of 19,300 including a 40% minority population.

Based on the LSC internal CAS Review described above, our findings indicate that the LSC at least Meets and borders Exceeds in all CAS Parts save Part 1. The review team recognizes that this is a positive indicator though recommends review and updates yearly during January. Because of the short timeframe planned for the correction on Part 1. The review team is indicating full compliance with CAS Standards.

**Criterion Measures Review Results Average by Part**

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<thead>
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<th>Part</th>
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<tr>
<td>Part 1:</td>
<td>2.94</td>
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<td>Part 2:</td>
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<td>Part 12:</td>
<td>3.12</td>
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**Average Measure for Self-Assessment: 3.54**

Also available with this document is Appendix A that lists each CAS Part numerically with individual narrative, Criterion Measures Review, Evidence supporting materials and the location of these materials, and departmental Action Items to be completed during FY14. Appendix B contains the actual scoring sheets of the review team.

This Review has been reviewed and approved by the Lowman Student Center Director and Administrative Staff. The Lowman Student Center is fully compliant with CAS Standards.

______________________________
Lowman Student Center Director

______________________________
Lowman Student Center Associate Director
The LSC’s mission is to “provide an environment where students, faculty, staff and guests can gather to participate and learn through experience and to create an atmosphere that fosters a sense of community.” It was found that there has been some time since the last departmental mission review. Likewise, the mission is slightly off-track by CAS standards. Students are the principle constituents of the LSC. The LSC provides an inclusive environment to foster learning and interactivity between diverse individuals and groups. With an institutional minority population of 41.1%, the LSC is an inclusive environment catering to the diversity of individuals, student groups, and visitors.

Average Rating of Criterion Measures (Appendix B): 2.94

Evidence

2. Satisfaction surveys are sent after each event (Appendix C).
3. Students are listed as primary in policies, documents, and disseminated material. This is also reflected in the published fee structure.
4. Student groups, which make up the LSC’s largest constituency number 230, with 21% being minority/women’s groups.

Action Items

1. The LSC will implement a more regular schedule in reviewing the departments mission statement to coincide with annual Operations Policy.
2. The LSC will amend the current mission statement to read more closely with CAS standards and the University’s mission.
While the LSC does not offer an extensive amount of programming, there is a focus on creating and maintaining an environment that fosters and supports excellent programming offered by other departments across the division and institution. Where there is internal departmental programming, the LSC staff strives to meet student needs based on internal strategies for encouraging student learning, leadership, and involvement.

Average Rating of Criterion Measures (Appendix B): 3.73

Evidence
1. Recurring meetings with students and student groups in presenting renovation and expansion plans. Also surveyed students for input on these plans (Appendix C).
2. Departmental student training and leadership development (Appendix C).
3. When institution-sponsored programs occur (such as Leadercast), members of LSC student staff attend.
4. KatKlub and other out of department programming.

Action Items
1. Will implement an open meeting to collect input from non-domain areas in addressing support of student learning and development beyond facility walls.
2. The department has recently upgraded some aspects of the building in relation to input provided by students. This input was garnered by during expansion and renovation conversations and planning to address the building use and design in better serving our student, campus, and off-campus populations (Appendix C). Unfortunately, there are obstacles in finalizing these initiatives. Because of Distance Learning fees and other waivers, the LSC is financially not yet prepared to continue the process of updating the building from a space designed for 12,000 students to a space appropriate for the support of 19,000 and beyond as enrollment continues to increase.
Mr. Dan McDaniel, Director of the Lowman Student Center has experience and skills that exceed CAS standards in planning, supervision, and management. With 40 years of high-level leadership experience, including more than 12 years of Higher Education/Student Services experience, Mr. McDaniel has the authority to manage the department; articulating vision, mission, goals, and objectives. He encourages professional and student staff to exercise leadership and increase contributions on-campus and off, including leadership positions with local and international organizations. He has grown the department from 2 to 7 full-time employees. Mr. McDaniel manages an annual $3.15 million budget.

The LSC has policies and procedures post on its main site.

**Average Rating of Criterion Measures (Appendix B): 3.87**

**Evidence**
1. Mr. McDaniel’s Biography on LSC Website
2. LSC Monthly reports available from LSC Office
3. Membership on University’s Special Events Committee
4. List of Leadership Roles available in monthly reports from LSC office

**Action**
1. Distribute Strategic Plan to LSC Staff, et al upon completion
2. Distribute Business Continuity plan upon completion
Lowman Student Center Fall 2013 Self-Assessment/CAS Review
Part 4. HUMAN RESOURCES

The LSC follows all policies and procedures as outlined and maintained by the Department of Human Resources at Sam Houston State University; this includes recruitment, hiring, professional development, and promotions. Position descriptions, training opportunities, and the like are also maintained and administered online by SHSU Human Resources.

All professional staff members have significant experience in their respective areas and participate in university-sponsored, national-organization (ACUI)-sponsored, and other professional development activities. Several are and have been recent members of regional professional groups. Four of 7 full-time professional staff member have earned graduate degrees in relevant fields.

Technology is a key component in the operations of the LSC. James Van Roekel, who serves as the department’s chief technology officer has more than 20 years of professional technology and audio/video experience as a practitioner and administrator. Too, operations staff have begun training through Infocomm, an internationally recognized audio/video organization.

Student employees are required to participate in training per SHSU Human Resources and LSC mandatory training twice yearly. Informal on-the-job training is continual. Staff employees are required to participate in online training and assessment of particular HR and IT policies and procedures.

Average Rating of Criterion Measures (Appendix B): 3.89

Evidence
1. Staff biographies on LSC Website
2. Interview Questions and Scoring Matrix
3. SHSU Salary Pay Grade Schedules
4. Staff Vitae
5. Staff required HR and IT training recorded by HR

Action Items
1. Additional formalized training sessions implemented for student employees
2. Infocomm A/V training completion
The LSC follows HR and Vice President for Operations “Ethics and Policies of Conflicts of Interest” as well as FERPA and other student information policies, procedures, and laws. The LSC is aware of current student codes of conduct, including academic codes as outlined within the Student Guidelines. LSC staff members, as current association members and regional leadership staff, also look to the Association of College Unions International’s (ACUI) Code of Ethics as the standard within the discipline. Finally, LSC staff are familiar with and are required to participate in SHSU IT@Sam’s training regarding technology and software ethical best practices.

**Average Rating of Criterion Measures (Appendix B): 3.18**

**Evidence**
1. Internal policies and codes are posted on SHSU’s website.
2. ACUI Code of ethics posted on ACUI’s corporate website

**Action Items**
1. The LSC will produce and publish an internal Code of Ethics Statement that is aligned with current System, University, and discipline-appropriate standards.
The LSC complies with all laws, regulations, and policies regulating obligations and liabilities of its operation and informs appropriate parties of these. LSC policies are reviewed annually and approved by the Vice President for Student Services. LSC staff are given copies of operations policies, emergency procedures, and student guidelines. TSUS System houses an on-campus attorney to provide legal advice for staff members. SHSU HR requires annual training regarding harassment. SHSU’s library director serves as the institution’s chief copyright compliance officer. LSC addresses copyright in the LSC Operations policy.

**Average Rating of Criterion Measures (Appendix B): 3.93**

**Evidence**
1. Policies, procedures are posted on LSC website

**Action Items**
None at this time—to be revisited at next required assessment
SHSU’s campus enjoys a 40% minority enrollment. This is reflected in student organization use of the building. The LSC does not hinder gender identity and expression, nationality, political, religious, or other groups or programs. Programs are limited only in the breach of LSC policies which are available online and given to organization executive staffs at organization training. LSC is ADA compliant. LSC office is open Monday-Friday, 8a-5p and accessible in person, by phone, fax, and email for all users including distance learners. While LSC recognizes the need to support distance learners, there has been some difficulty in fostering new points of access and service due to LSC student fees being waived for distance learning students.

**Average Rating of Criterion Measures (Appendix B): 3.93**

**Evidence**
1. SHSU Institutional Research website
2. LSC EMS and building use statistics

**Action Items**
1. Finalize and distribute strategic plan
2. Continue to work with campus representatives in securing waived fees
The LSC has policies and procedures in place to maintain relationships with diverse university and outside entities. The LSC follows The Texas State University System and SHSU institutional procedures and guidelines when communicating with the media, contracting with external organizations, and managing gifts.

**Average Rating of Criterion Measures (Appendix B): 3.83**

**Evidence**
1. LSC Operations Policy and forms
2. Website Surveys (Campus Labs)
3. Diversity of local community
4. University Advancement Division policy on Friends of the LSC account

**Action Items:**
None at this time—to be revisited at next required assessment
The LSC operates as an independent entity under the Associate Vice President for Student Services (AVO) area. As such, the director is responsible for maintaining a budget and executing expenditures as outlined by university policies and procedures, while certain usage of fiscal resources require AVP approval. The LSC attends financial training and maintains detailed accounting records to demonstrate fiscal responsibility of LSC staff. While the funding of the LSC is completely student fee-based, substantial fiscal resources are lost due to waivers, particularly those of distance learning fee which total $547,200 in FY13.

Average Rating of Criterion Measures (Appendix B): 3.6 (this would be 4.0 without fee waivers)

Evidence
1. Accounting ledgers
2. Banner training, policies, procedures
3. Fee Waiver report

Action Items
1. Discussions are being held regarding distance learning fee waivers
The LSC has recently implemented a substantial upgrade to event space technology, standardizing installations across the building. In this way, all groups have access to the same functionality in any room; the implementation surpasses most current campus classroom technologies. The technology chosen was reviewed by IT@Sam prior to implementation per purchasing guidelines. All forms, policies, and contact information are posted on LSC website. LSC has lowest common denominator technology to connect for services off campus—such as conference telephones and Skype videoconferencing. LSC has recently acquired additional video conferencing technologies, but because of fee waivers for distance learners, it is difficult to invest in additional functionality to reach these groups. LSC follows IT@Sam best practices for computer updates and upgrades. IT@Sam manages all networked technologies in the building and has policies to address these. The LSC continues to invest in current and emerging technologies for building use and support of programs and activities. Violations of technology policies are handled by IT@Sam.

**Average Rating of Criterion Measures (Appendix B): 3.03**

**Evidence**

1. All IT policies are posted on IT@Sam website
2. List of current and planned computer updates available from LSC office

**Action Items**

1. Discussions are being held regarding distance learning fee waivers
During FY13, LSC composed a plan of renovation and expansion of the current building. The last remodel was conducted in FY01 for a student population of 12,000. Because our student population has grown to 19,300 and our 10-year building use has increased by more than 50%, it is necessary to increase usable facility space. As such, a student referendum had been held and a student fee increase of $40 per semester was passed to address this. However, because of the substantial amount of student fee waivers for distance learners, the building plans are on hold until funding is available.

LSC has made great strides in recycling and energy conservation. All paper and plastic is recycled. The building has also been saving $6500 per year in electricity by swapping incandescent lamps for LEDs. The campus Safety Office, Licensed fire safety inspectors, and campus physical plant tradesmen inspect the building regularly. Each room is relatively sound proof and private. Kept records are locked. The LSC is ADA compliant.

**Average Rating of Criterion Measures (Appendix B): 3.41**

**Evidence**
1. Renovation plans available from LSC
2. Inspection schedules?

**Action Items**
1. Discussions are being held regarding distance learning fee waivers
Every year, LSC conducts a self-assessment plan that is housed in the University’s assessment tool (OATDB). LSC provides fiscal support of professional, technology, and facility development. LSC regularly surveys building users on a variety of criteria on facility use. Satisfaction surveys are sent to event contacts after each event. Information from these surveys is used to make adjustments or document satisfaction of services.

**Average Rating of Criterion Measures (Appendix B): 3.12**

**Evidence**
1. CampusLab hosted surveys are available from LSC office
2. OATDB is accessible on SHSU’s website
3. Past 7-years Performance Indicators are available on LSC website

**Action Items**
None at this time—to be revisited at next required assessment
Appendix B: Individual Review Team Members Assessment by SAG: College Unions