

The background of the slide features a faded photograph of a university campus. On the left, there is a large, dark bronze statue of a man in a suit, standing on a stone pedestal. To the right and in the background is a two-story brick building with white columns and a gabled roof, surrounded by green trees and a lawn.

# **Benchmarks / Performance Indicators**

**FY 2008**

**Winter Report**

Data Provided by:  
University Vice-Presidents  
Compiled in uniform format by:

OFFICE OF INSTITUTIONAL RESEARCH & ASSESSMENT  
SAM HOUSTON STATE UNIVERSITY  
*A MEMBER OF THE TEXAS STATE UNIVERSITY SYSTEM*  
HUNTSVILLE, TEXAS

## **Table of Contents**

I. Athletics' Performance Indicators .....	3-5
II. Division of Academic Affairs Performance Indicators.....	6-7
III. Division of Finance and Operations Performance Indicators.....	8-12
IV. Division of University Advancement Performance Indicators.....	13-14
V. Division of Enrollment Management Performance Indicators.....	15-20
VI. Division of Student Services Performance Indicators.....	21-25

## Athletics

3

Overall Department	FY 03	FY 04	FY 05	FY 06	FY 07	FY 08 Goals	FY 08 YTD-Fall
Commissioner's Cup Ranking	5	5	1	1	1	in top 4	6
Women's All Sports Ranking	7	5	2	2	1	in top 4	9
Men's All Sports Ranking	3	5	2	2	4	in top 4	2
Secondary Violations	10	4	6	6	4	3	2
Major Violations	0	0	0	0	0	0	0
	FY 03	FY 04	FY 05	FY 06	FY 07	FY 08 Goals	FY 08 Annual-Fall
Grade Point Average of Student Athletes	2.6	2.69	2.76	2.82	2.9	2.7	2.7
Academic Awards	11	10	11	22	25	15	N/A
Percentage of Staff that are Non-Caucasian	17.00%	8.00%	7.00%	6.00%	9.00%		9.00%
Graduation rate	47.00%	48.00%	60.00%	40.00%	54.00%	50.00%	N/A

Winning Percentage	FY 03	FY 04	FY 05	FY 06	FY 07	FY 08 Goals	FY 08 YTD-Fall
Football	4-7 (.363)	2-9 (.182)	11-3 (.786)	3-7 (.300)	6-5 (.545)	0.5	7-4 (.636)
Basketball (men)	23-7 (.766)	13-15 (.464)	18-12 (.600)	22-9 (.710)	21-10 (.677)	0.5	12-2 (.857)
Basketball (women)	7-20 (.259)	7-21 (.250)	7-20 (.259)	9-18 (.333)	5-24 (.172)	0.5	1-14(.066)
Baseball	21-33 (.388)	20-33 (.377)	24-29-2 (.455)	23-31 (.426)	40-24 (.625)	0.5	N/A
Softball	11-31 (.262)	24-33 (.421)	29-20 (.592)	18-30 (.375)	38-26 (.594)	0.5	N/A
Soccer	*	4-16 (.200)	2-17-1 (.125)	5-12-1 (.423)	3-15 (.167)	0.5	6-11 (.353)
Volleyball	14-18 (.438)	11-18 (.379)	16-15 (.516)	17-13 (.567)	10-16 (.385)	0.5	11-19 (.367)
X-Country (men)	9-1 (.900)	9-1 (.900)	9-1 (.900)	9-1 (.900)	7-3 (.700)	0.5	6-6 (.500)
X-Country (women)	7-3 (.700)	6-4 (.600)	7-3 (.700)	6-3 (.667)	3-7 (.300)	0.5	5-6(.455)
I-Track (men)	8-2 (.800)	8-2 (.800)	4-6 (.400)	9-1 (.900)	8-3 (.727)	0.5	N/A
I-Track (women)	5-5 (.500)	7-3 (.700)	9-1 (.900)	9-1 (.900)	12-0 (1.000)	0.5	N/A
O-Track (men)	9-1 (.900)	3-7 (.300)	10-0 (1.000)	10-0 (1.000)	7-3 (.700)	0.5	N/A
O-Track (women)	7-3 (.700)	8-2 (.800)	10-0 (1.000)	10-0 (1.000)	10-1 (.909)	0.5	N/A
Golf (men)	104-50 (.646)	53-90-2 (.366)	85-38-2 (.688)	69-87-1 (.443)	119-40 (.748)	0.5	N/A
Golf (women)	24-45 (.348)	58-25 (.699)	28-83 (.252)	55-44-1 (.555)	75-27-3 (.714)	0.5	N/A
Tennis	12-13 (.480)	6-18 (.250)	11-11 (.500)	12-8 (.600)	12-5 (.706)	0.5	N/A

**Athletics (continued)**

<b>Conference Ranking</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Goals</b>	<b>FY 08 YTD-Fall</b>
Football	5	4	1	5	2	In top 4	2
Basketball (men)	1	5	3	2	2	In top 4	N/A
Basketball (women)	10	8	9	9	12	In top 4	N/A
Baseball	8	7	6	9	4	In top 4	N/A
Softball	6	3	2	7	2	In top 4	N/A
Soccer	*	7	8	4	8	In top 4	6
Volleyball	7	7	6	2	9	In top 4	8
X-Country (men)	2	2	2	2	3	In top 4	7
X-Country (women)	4	5	4	4	8	In top 4	7
I-Track (men)	3	3	7	2	4	In top 4	N/A
I-Track (women)	6	4	2	2	1	In top 4	N/A
O-Track (men)	2	8	1	1	5	In top 4	N/A
O-Track (women)	4	3	1	1	2	In top 4	N/A
Golf (men)	8	7	8	6	4	In top 4	N/A
Golf (women)	4	1	3	5	1	In top 4	N/A
Tennis	9	7	5	3	2	In top 4	N/A

<b>Academic Performance Program</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07*</b>	<b>FY 08 Goals</b>	<b>FY 08* Annual - Fall</b>
Football	N/A	940	952	959	909	925	N/A
Basketball (men)	N/A	981	923	889	1000	925	N/A
Basketball (women)	N/A	982	883	942	919	925	N/A
Baseball	N/A	908	910	906	891	925	N/A
Softball	N/A	1000	939	968	972	925	N/A
Soccer	N/A	887	935	968	973	925	N/A
Volleyball	N/A	935	1000	979	958	925	N/A
X-Country (men)	N/A	893	1000	938	875	925	N/A
X-Country (women)	N/A	1000	933	980	1000	925	N/A
I-Track (men)	N/A	925	927	922	860	925	N/A
I-Track (women)	N/A	971	952	977	973	925	N/A
O-Track (men)	N/A	925	927	922	924	925	N/A
O-Track (women)	N/A	971	952	976	973	925	N/A
Golf (men)	N/A	1000	947	944	972	925	N/A
Golf (women)	N/A	912	1000	944	1000	925	N/A
Tennis	N/A	875	1000	941	967	925	N/A

\* AY 07-08 APR not available until Dec '08.

**Athletics (continued)**

<b>Outside Sources Revenues</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Goals</b>	<b>FY 08 Annual-Fall</b>
NCAA	224,457	283,233	291,381	319,023	439,217	300,000	N/A
Guarantees	215,400	371,500	190,100	432,500	712,984	10,000	N/A
Tickets	84,587	78,423	158,651	162,821	205,021	10,000	N/A
Concessions	40,460	25,924	52,460	34,070	45,816	150,000	N/A
Royalties	N/A	20,100	90,347	100,448	105,757	50,000	N/A
Corporate	N/A	N/A	17,350	17,257	108,997	50,000	N/A
Partners	157,210	108,518	130,215	472,930	649,294	130,000	N/A
Facilities	60,181	45,027	49,972	51,784	47,750	50,000	N/A
Camps	101,045	122,095	114,600	94,042	50,250	100,000	N/A
Prog/Ad	10,796	12,247	11,711	11,465	4,175	10,000	N/A
Other	209,890	297,040	186,954	330,092	304,886	200,000	N/A

## Division of Academic Affairs

6

Admissions	FY 03	FY 04	FY 05	FY 06	FY 07	FY 08 Goals	FY 08 Annual-Fall
Average SAT entering freshmen	997	1010	1013	1038	1031 <sup>1</sup>	1040	1032
Average GRE, entering Masters students	981	976	983	968	942 <sup>2</sup>	985	972
Average GRE, entering Doctoral students	1,050	1,158	1,102	951	1078 <sup>3</sup>	1,100	1,081
Average GPA, entering Masters students	N/A <sup>4</sup>	N/A <sup>4</sup>	N/A <sup>4</sup>	3.21 <sup>4</sup>	3.20 <sup>4</sup>	3.30	3.21 <sup>4</sup>
Average GPA, entering Doctoral students	N/A <sup>5</sup>	N/A <sup>5</sup>	N/A <sup>5</sup>	3.20 <sup>5</sup>	3.45 <sup>5</sup>	3.50	3.40 <sup>5</sup>
Enrollment	13,091	13,460	14,371	15,357	15,935	16,350	16,454
Undergraduate	11,222	11,504	12,297	13,193	13,761	14,120	14,150
Masters	1,428	1,521	1,491	1,635	1,631	1,675	1,791
Doctorate	138	149	200	252	248	265	246
Post-baccalaureate	303	286	383	277	295	300	267
Honors program							
Number of students	162	162	238	313	350	370	343
Average GPA	3.5	3.46	3.52	3.58	3.66	3.66	3.6
Average SAT	1217	1225	1240	1229	1223	1230	1217

<sup>1</sup> F06 Source=SAFS91RG

<sup>2</sup> (Masters) F06 Source=GADM reconciled with STDN; N=382

<sup>3</sup> (Doctoral) F06 Source=GADM reconciled with STDN; N=34

<sup>4</sup> (Masters) Source=GADM, UgradTrGp var, accept and Student type vars; F02-F04 Data Unavailable, F05 N=360, F06 N=393 ,F07N=381

<sup>5</sup> (Doctoral) Source=GADM UgradTrGp var, F02-F04 Data Unavailable, F05 N=23, F06 N=13, F07N=25

Research	FY 03	FY 04	FY 05	FY 06	FY 07	FY 08 Goals	FY 08 End of Fall
Number of external grants/contracts	50	46	49	55	70	60	33 <sup>1</sup>
\$ of external grants/contracts	\$6,465,361	\$8,690,047	\$7,783,912	\$7,435,140	\$11,073,388	\$7,900,000	\$5,930,627 <sup>1</sup>
Number of external proposals submitted	84	95	97	75	148	124	60 <sup>1</sup>
	FY 03	FY 04	FY 05	FY 06	FY 07	FY 08 Goals	FY 08 Annual-Jan
Number of faculty publications	N/A	N/A	519	719	807	840	N/A
Number of faculty presentations	N/A	N/A	945	926	1102	1150	N/A

<sup>1</sup> Information provided includes January 2008

**Division of Academic Affairs (continued)**

<b>Faculty Quality</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Goals</b>	<b>FY 08 Annual-End of Fall<sup>2</sup></b>
% above national norm in at least one class	N/A	*	81.60%	83.00%	86.17%	90%	N/A
Average number of publications and presentations for faculty being granted tenure (only for those being promoted from assistant to associate professor)	N/A	13.4	16.4	18.5	18.95	19	N/A
Percent of departments with faculty members serving as officers for regional/state organizations	59% <sup>1</sup>	89% <sup>1</sup>	82.00%	75.00%	85.71%	85%	N/A
Percent of departments with faculty members serving as officers for national/international organizations	66% <sup>1</sup>	71.4% <sup>1</sup>	57.00%	75.00%	78.57%	80%	N/A

<sup>1</sup> As reported in "2004 Update Benchmarks/Performance Indicators"

<sup>2</sup> Available annually in early spring

<b>Student Quality</b>	<b>FY 03 F01 Cohort</b>	<b>FY 04 F02 Cohort</b>	<b>FY 05 F03 Cohort</b>	<b>FY 06 F04 Cohort</b>	<b>FY 07 F05 Cohort</b>	<b>FY 08 Goals For 07 Cohort</b>	<b>FY 08 Annual-Fall</b>
New Freshmen one year retention rates	62.00%	63.00%	67.00%	70.00%	72.00%	74.00%	70.00%
<b>Student Quality</b>	<b>FY 03 97 Cohort</b>	<b>FY 04 98 Cohort</b>	<b>FY 05 99 Cohort</b>	<b>FY 06 00 Cohort</b>	<b>FY 07 01 Cohort</b>	<b>FY 08 Goals For 02 Cohort</b>	<b>FY 08 Annual-Aug F01 cohort</b>
Six year graduation rates	32.00%	39.00%	39.00%	43.00%	40.00%	44.00%	N/A

<b>Diversity</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Goals</b>	<b>FY 08 Annual-Fall</b>
Minority Faculty	29	25	43	48	57	60	65
Students							
Black	1,802	1,800	1,951	2,070	2,145	2,200	2,252
Hispanic	1,224	1,313	1,522	1,681	1,848	1,925	2,032
Number of female administrators	N/A	18 of 55	23 of 61	26 of 65	26 of 63	28 of 63	27 of 64

## Division of Finance and Operations

8

Accounts Payable	FY 03	FY 04	FY 05	FY 06	FY 07	FY 08 Goals	FY 08 YTD-Fall
Purchase Orders Processed	16,227	17,651	18,952	20,626	19,988	22,276	6,837
Mail Processed	47,558	52,466	55,329	59,238	60,673	61,886	20,180
Average # of Days from Date Encumbered to Processing Voucher	15	18	21	18	18	17	17
# of Company Statements Researched for Correctness	1,304	1,414	1,519	1,856	1,802	1,900	667
\$ Amount of Cash Credits Received and Processed by SHSU	\$4,539	\$15,220	\$11,772	\$20,972	\$19,511	\$20,000	\$13,012
Business Office	FY 03	FY 04	FY 05	FY 06	FY 07	FY 08 Goals	FY 08 YTD-Fall
# of Reports Completed for Other Agencies of the State of Texas	15	16	18	23	23	23	9
# of Scholarships Processed	1,143	2,323	2,382	3,412	2,896	3,000	424
\$ Amount Scholarships Processed	\$973,538	\$2,223,692	\$2,116,236	\$5,344,510	\$3,082,961	\$3,500,000	\$399,056
# of Students Resigned for Non-Payment of Returned Checks	62	46	23	27	14	12	10
\$ Amount of Returned Checks Write-Off	\$10,405	\$13,792	\$9,219	\$1,937	\$2,824	\$2,000	\$0
% of Returned Check Dollars Collected in Two Years	96.40%	98.30%	98.30%	99.1%	99.1%	99.3%	98.4%
Journal Voucher, Local Voucher and General Receipt Code Corrections Completed	148	183	201	142	16	25	1
# of Bank, Scholarship, Student Loan, Booked Receivable and State Reconciliations Completed	1,771	2,140	1,646	2,250	2,198	2,150	522
# of Local and State Vouchers Scanned	28,955	31,637	34,948	38,699	33,118	34,000	6,701
<b>NOTE: This area was changed from Student Accounts to be included in Business Office.</b>							
\$ Amount of Credit Card Payments	\$17,786,735	\$23,449,850	\$32,146,592	\$39,650,996	\$44,922,479	\$49,414,727	\$16,695,617
% Increase in \$ Amount of Payments from Previous Year	28.48%	31.89%	37.09%	39.00%	13.29%	10.00%	-17.00%
# of Credit Card Payments	46,323	65,947	103,510	143,879	133,504	146,854	52,932
\$ Amount of Internet Credit Card Payments	\$9,878,685	\$15,328,873	\$23,833,088	\$30,573,928	\$35,403,128	\$38,943,441	\$13,086,557
% Increase in Dollar Amount of Internet Credit Card Payments	45.26%	55.17%	55.48%	28.28%	15.80%	10.00%	-16.00%
# of Internet Credit Card Payments	18,439	33,058	73,337	85,595	93,822	103,204	35,894

Data figures corrected previously but did not change in the indicator columns. 2nd correction of data



**Division of Finance and Operations (continued)**

<b>Cashier's Office</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Goals</b>	<b>FY 08 YTD-Fall</b>
Tuition & Fees Received	\$41,332,262	\$52,707,212	\$64,937,420	\$72,377,414	\$79,079,487	\$81,451,872	\$81,451,872
Revenues Received **					\$46,729,416	\$48,000,000	\$12,706,985
Cashier "Cash Over/(Short)"	(9)	(79)	10	96	100	50	50
Registration "Cash Over/(Short)"	5	23	20	1	0	0	0

\*Tuition and Fees Received data was discovered to be Tuition and Fees Charged. Some of these payments occur on the web with the use of credit card payments, which don't go through the Cashier's Office. After FY '08, this performance indicator will not be used.

\*\* To better reflect the business conducted in the Cashier's Office, we have added the performance indicator "Revenues Received."

<b>Vending Operations</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Goals</b>	<b>FY 08 YTD-Fall</b>
Total Sales	\$545,888	\$549,774	\$581,949	\$589,553	\$571,882	\$595,449	\$222,387
Gross Profit	\$322,698	\$316,685	\$345,745	\$349,231	\$321,976	\$325,196	\$127,371
Net Profit	\$24,383	\$35,421	\$62,889	\$112,001	\$100,257	\$120,000	\$44,923
Monetary Support Provided to Other SHSU Departments	\$33,543	\$39,839	\$32,174	\$113,088	\$112,534	\$0	\$0

<b>Computer Services</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Goals</b>	<b>FY 08 YTD-Fall</b>
Web Home Page Visits	5,342,530	7,272,621	9,978,115	13,470,000	17,059,203	22,000,000	226,777
% of Faculty using Blackboard	56.40%	65.00%	*	65.00%	68.00%	80.00%	70.00%
Internet Bandwidth	9 Mb/sec	30 Mb/sec	40 Mb/sec	200 MB/sec	N/A	N/A	N/A

<b>Mail Services</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Goals</b>	<b>FY 08 YTD-Fall</b>
Postage Volume	355,428	373,053	392,020	N/A	N/A	N/A	N/A

**Division of Finance and Operations (continued)**

<b>Human Resources</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Projections</b>	<b>FY 08 YTD- Fall</b>
<b>Employee Relations</b>							
Charges of Discrimination Received	7	2	0	0	0	0	0
Charges of Discrimination Pending	5	2	0	0	0	0	0
Charges of Discrimination Dismissed	4	5	2	0	0	0	0
Discrimination Lawsuits Received	3	1	0	0	0	0	0
Discrimination Lawsuits Pending	4	4	0	0	0	0	0
Disciplinary Meetings with Employees	0	2	5	10	17	15	1
Grievances Resolved	2	2	1	0	0	0	0
Discharge with a Settlement Agreement	0	0	0	2	3	0	0
Staff Discharge	3	5	9	11	18	12	3
<b>Staffing</b>							
Applications Processed	3,102	5,307	5,858	9,725	8,517	9,000	3,523
Applicants Referred to Departments	2,719	2,083	2,359	2,551	2,733	3,000	1,348
HR Department Interviews	616	1,161	907	646	306	700	77
Special Advertising Processed	110	23	119	587	616	600	315
Faculty Positions Filled	49	6	52	165	190	200	75
Staff Positions Filled	160	178	185	275	312	325	138
New Employees at Orientation	203	204	298	272	349	350	39
Separations	76	94	175	164	180	200	25
Turnover Rate	5.00%	7.00%	13.00%	11.00%	11.40%	11.00%	1.50%
<b>Other HR Services</b>							
HR Reports	67	69	71	76	79	79	13
Job Classification Additions & Changes	31	32	49	47	50	50	12
Leave Requests Processed	11	20	21	28	27	30	3
Unemployment Claims	20	30	31	35	16	40	3
Workers' Compensation Claims	24	27	21	31	20	35	3
Salary Surveys	15	16	23	25	25	25	7

**Division of Finance and Operations (continued)**

<b>Physical Plant</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Goals</b>	<b>FY 08 YTD-Fall</b>
Energy Utilization Index	99	88	80	85	84	83	89.7
Increase Fleet MPG Rating	13.21	14.06	14.79	13	13.4	12.7	13.1
Campus Accidents Reported	19	20	24	32	22	20	6
Work Orders Completed	30,451	29,561	22,743	24,016	14,976	15,500	4,399
Completed MRC Projects (>\$2500)	\$15,665,705	\$38,479,974	\$5,872,810	\$46,342,556	\$26,211,556	\$30,000,000	\$27,365
Deferred Maintenance Backlog	\$4,557,000	\$4,051,000	\$4,440,500	\$3,662,000	\$3,318,000	\$3,610,000	\$3,910,000
Critical Deferred Maintenance Backlog	\$232,500	\$434,500	\$309,500	\$0	\$1,810,000	\$1,090,000	\$1,090,000
Classroom Utilization	32.5	26.3	32.2	29	32.9	34.5	N/A
Class Lab Utilization	26.8	22.3	25.4	21.6	28.5	31.5	N/A

<b>Purchasing</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Goals</b>	<b>FY 08 YTD-Fall</b>
Total Percentages spent with Historically Underutilized Businesses	16.00%	16.50%	15.30%	23.20%	22%	23.50%	20.80%
"Good Faith Effort" - Number of Sponsored in-house HUB Forums, attendance at other State HUB Forums, HUB Discussion Workshops, and related events	20	21	22	25	25	26	9
Total Expenditures (As Reported in the Annual HUB Report)	\$38,375,840	\$52,532,242	\$58,425,542	\$53,391,141	\$40,402,479	\$54,000,000	\$20,223,586
# of Contracts Awarded Competitive & Non-Competitive	15,775	16,676	17,896	20,067	20,767	21,000	6,158

<b>University Store</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Goals</b>	<b>FY 08 YTD-Fall</b>
Sales & Small Purchases (under \$5,000) for Physical Plant	\$1,759,636	\$2,225,853	\$2,226,210	\$2,223,727	\$2,161,768.00	\$2,200,000.00	\$714,200.00
Total \$ Amount of Express Purchase Orders Processed	\$529,272	\$490,971	\$513,454	\$502,150	\$468,912.00	\$500,000.00	\$160,987.00

**Division of Finance and Operations (continued)**

<b>Public Safety Services</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Goals</b>	<b>FY 08 YTD-Fall</b>
<i>Police Activity</i>							
Patrol Vehicle Mileage	84,426	82,758	80,713	89,561	82,438	85,000	25,674
University Parking Citations	28,913	24,435	22,948	26,189	26,012	26,500	12,842
Moving Citations (JP & Municipal)	678	495	614	1,391	787	850	289
Parking Citations (JP & Municipal)	251	66	52	86	77	90	14
Motor Vehicle Accidents	19	12	14	15	17	25	7
Vehicle Impounds	48	85	126	104	86	125	33
Offense Reports	420	292	373	478	343	450	147
Administrative Reports	255	286	330	226	220	275	95
Service Calls	5,343	6,386	7,266	8,827	8,098	8,500	2,597
Outside Agency Assists	229	413	395	366	420	425	243
Arrests	411	211	197	301	197	250	89
<i>Campus Security Act (Offences)</i>							
Murder/Non-Negligent Manslaughter	0	0	0	0	0	0	0
Negligent Manslaughter	0	0	0	0	0	0	0
Sexual Assault/Forcible	0	0	0	0	1	2	1
Sexual Assault/Non-Forcible	0	0	0	0	0	0	0
Robbery	0	0	0	1	1	2	0
Aggravated Assault	0	0	0	0	1	2	1
Burglary	6	4	10	7	4	10	0
Motor Vehicle Theft	2	1	1	1	1	2	0
Arson	0	0	1	1	0	2	2
<i>Campus Security Act (Arrests)</i>							
Liquor-Law Violations	53	33	172	95	94	100	36
Drug Abuse Violations	54	20	40	38	39	45	21
Weapons Violations	5	1	3	0	0	2	2
<b>Sam Houston Press</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Goals</b>	<b>FY 08 YTD-Fall</b>
Total Sales for Overall Operations	\$697,587	\$651,170	\$735,609	\$854,708	\$851,296	\$885,348	\$251,307
Total Printing Tickets	942	854	920	881	833	866	298
Total Sales for Overall Operations per FTE	\$79,124	\$74,419	\$81,734	\$81,401	\$79,190	\$82,358	\$23,377

**Division of University Advancement**

<b>Alumni Relations</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Goals</b>	<b>FY08 YTD - Fall</b>
Annual Member Revenue	\$91,244	\$117,300	\$135,015	\$113,215	\$120,630	\$135,000	\$40,210
Live Member Revenue	N/A	\$41,050	\$44,815	\$69,050	\$94,875	\$100,000	\$27,340
Annual Members	2,208	2,457	3,257	2,321	2,530	3,000	2,474
New Graduate Members	N/A	N/A	N/A	3,074	2,962	3,000	3,168
Life/Endowed Members	435	442	508	676	888	1,000	843
Renewal Percentage	47.00%	75.00%	74.00%	59.10%	90.00%	75.00%	79.00%
Member Participation	5.00%	4.89%	5.45%	8.70%	8.23%	9.00%	7.93%
Gifts (non-dues income)	\$53,277	\$18,629	\$34,774	\$103,127	\$186,532	\$75,000	\$40,662
Alumni Solicited for Membership	57,860	59,263	68,994	69,438	77,523	80,000	81,794
Members w/email	1,490	1,847	2,696	4,284	6,230	7,000	5,585
Meeting & Events	29	61	69	76	93	100	35
Mtg & Event Attendance	3,625	6,429	9,066	8,044	11,203	12,000	3,937
Member Communication Pieces	32	43	67	64	65	75	28
Alumni Web Site Visits	19,402	19,348	22,662	21,264	21,246	23,000	7,238

<b>Advancement Services</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Goals</b>	<b>FY08 YTD - Fall</b>
Database with Valid Addresses	51,000	72,825	77,584	80,072	86,077	89,000	87,479
Alumni with Valid Addresses	47,000	68,275	72,995	75,140	79,856	83,000	81,794
Database with Valid Phone Numbers	N/A	50,759	56,513	59,449	62,429	65,000	61,963
Alumni with Valid Phone Numbers	N/A	49,037	55,084	56,603	59,408	62,000	58,793
Database with Valid Email	N/A	10,950	16,409	20,001	29,764	33,000	30,256
Alumni with Valid Email	N/A	10,666	16,105	19,696	28,790	32,000	29,153
Records Updated	N/A	N/A	169,603	223,195	259,926	270,000	56,088
Data Requests (reports, lists, labels)	N/A	N/A	172	264	710	725	286

<b>Development</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Goals</b>	<b>FY08 YTD - Fall</b>
Amount Contributed	\$2,191,800	\$3,057,951	\$2,962,997	\$7,211,424	\$8,044,878	\$8,250,000	\$3,436,792
Number of Gifts	4,863	6,008	8,159	9,289	11,023	12,000	5,039
Number of Donors	5,197	3,968	5,197	5,673	6,136	6,650	3,695
Addressable Prospects Solicited	47,000	63,647	77,548	73,413	74,972	78,000	77,000
Overall Donor Participation	6.63%	6.23%	6.70%	7.73%	8.18%	8.50%	4.80%
Undergraduate Alumni Solicited	45,500	45,193	55,601	54,910	55,919	58,000	57,000
Undergraduate Donors	1,921	2,501	3,319	3,637	3,858	4,250	1,974
Undergrad Donor Participation	4.22%	5.53%	5.97%	6.62%	6.90%	7.33%	3.46%

**Division of University Advancement (continued)**

14

<b>Development (continued)</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Goals</b>	<b>FY08 YTD - Fall</b>
New Endowment Agreements	13	15	7	20	32	35	11
Endowment Amendments	14	11	7	4	16	15	1
New Scholarship Agreements	9	7	7	7	11	10	5
Donor-Scholar Luncheon Attendees	312	241	270	306	343	350	471
Planned Giving Expectancies	1	2	6	8	8	15	1
Advancement Web Hits	9,350	10,615	9,861	12,682	13,436	14,000	5,085
On-Line Gifts	10	41	76	98	121	125	112
On-Line Gift Amounts	\$980	\$3,805	\$6,861	\$9,476	\$14,617	\$15,000	\$10,748

<b>Marketing</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Goals</b>	<b>FY08 YTD - Fall</b>
Projects Completed	N/A	N/A	N/A	255	417	350	230
University Marketing	N/A	N/A	N/A	80.00%	80.00%	80.00%	86.00%
Academic Marketing	N/A	N/A	N/A	20.00%	20.00%	20.00%	14.00%
Consulting Activities	N/A	N/A	N/A	39	44	50	8

<b>Museum</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Goals</b>	<b>FY08 YTD - Fall</b>
Visitors On-Site	N/A	37,680	46,708	42,966	47,625	50,000	9,895
Off-Site Program Attendance	N/A	44,797	39,942	38,601	4,926	5,000	5,436
School Tours	N/A	76	78	66	70	78	17
School Tours Attendance	N/A	5,917	5,837	8,048	6,231	6,500	1,077
Walker Education Ctr. Events	N/A	100	98	95	116	120	37
Walker Educ Ctr Event Attendance	N/A	7,373	7,765	6,819	6,999	7,250	3,222
Gift Shop Net Profit	N/A	\$3,844	\$5,871	\$8,332	\$9,430	\$10,000	\$1,374
Web Site Hits	N/A	37,381	38,669	45,746	39,361	45,000	10,105

<b>Public Relations</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Goals</b>	<b>FY08 YTD - Fall</b>
News Releases & Articles (Major)	136	144	157	165	120	165	42
News Releases & Articles (Minor)	217	321	311	339	361	375	152
Hometown Releases	1,143	1,026	806	1173	1115	1200	0
Media Placements	2,313	1,842	2,703	3,124	4,398	4,000	1,522
Media Professionals Contacted	2,956	2,486	3,166	3,125	3,309	3,350	1,069

## Division of Enrollment Management

15

Freshman Cohort Statistics	FY 03 02 Cohort	FY 04 03 Cohort	FY 05 04 Cohort	FY 06 05 Cohort	FY 07 06 Cohort	FY 08 Goals For 07 Cohort	FY 08 End Fall 07 Cohort
Applied	4,950	5,282	5,592	6,012	7,642	7,000	7,607
Accepted	3,799	3,675	4,268	4,266	4,728	5,040	4,693
Enrolled total	1,673	1,832	2,144	2,217	2,224	2,268	2,263
HS quartile 1st	523	597	848	894	871	N/A	938
HS quartile 2nd	517	513	738	815	848	N/A	287
HS quartile 3rd	188	228	320	376	367	N/A	287
HS quartile 4th	23	24	34	30	33	N/A	795
Retained into 2nd year Total	1,067	1,225	1,504	1,591	1562	1,701	N/A
HS quartile 1st	393	441	650	678	658	N/A	N/A
HS quartile 2nd	309	347	484	575	601	N/A	N/A
HS quartile 3rd	95	134	210	242	227	N/A	N/A
HS quartile 4th	10	10	21	17	20	N/A	N/A
1yr Retention Rate Total	64%	67%	70%	72%	70%	75%	N/A
HS quartile 1st	75%	74%	77%	76%	76%	N/A	N/A
HS quartile 2nd	60%	68%	66%	71%	71%	N/A	N/A
HS quartile 3rd	51%	59%	66%	64%	62%	N/A	N/A
HS quartile 4th	43%	42%	62%	57%	61%	N/A	N/A
Retained into 3rd year Total	907	1,061	1,275	1,310	N/A	1,406	N/A
HS quartile 1st	349	401	577	592	N/A	N/A	N/A
HS quartile 2nd	256	301	405	450	N/A	N/A	N/A
HS quartile 3rd	79	109	164	190	N/A	N/A	N/A
HS quartile 4th	7	5	11	13	N/A	N/A	N/A
2 yr Retention Rate Total	54%	58%	60%	59%	N/A	62%	N/A
HS quartile 1st	67%	67%	68%	66%	N/A	N/A	N/A
HS quartile 2nd	50%	59%	55%	55%	N/A	N/A	N/A
HS quartile 3rd	42%	48%	51%	51%	N/A	N/A	N/A
HS quartile 4th	30%	21%	32%	43%	N/A	N/A	N/A
1st Generation Students Total	3003	4862	6,644	8,955	10,485	NA	10,840
Avg SAT Total	1002	1014	1,024	1,028	1,026	1032	1,030
HS quartile 1st	622	879	1,242	1,606	1,826	N/A	2,048
HS quartile 2nd	601	748	1,067	1,319	1,574	N/A	1,648
HS quartile 3rd	194	276	419	527	632	N/A	649
HS quartile 4th	26	39	45	53	61	N/A	64

**Division of Enrollment Management (continued)**

<b>ACT/SAT Scores</b>	<b>FY 03 02 Cohort</b>	<b>FY 04 03 Cohort</b>	<b>FY 05 04 Cohort</b>	<b>FY 06 05 Cohort</b>	<b>FY 07 06 Cohort</b>	<b>FY 08 Goals For 07 Cohort</b>	<b>FY 08 End Fall 07 07 Cohort</b>
Average SAT	997	1010	1012	1038	1032	1032	1031
State SAT	991	993	992	995	N/A	N/A	999
National SAT	1020	1026	1026	1028	N/A	N/A	1017
Average ACT	20.5	20.7	20.7	20.7	21.26	21	21.1
State ACT	20.1	20	20.3	20.2	N/A	N/A	20.2
National ACT	20.6	20.6	20.6	20.3	N/A	N/A	20.9

<b>Transfer +30 CC Cohort Statistics</b>	<b>FY 03 02 Cohort</b>	<b>FY 04 03 Cohort</b>	<b>FY 05 04 Cohort</b>	<b>FY 06 05 Cohort</b>	<b>FY 07 06 Cohort</b>	<b>FY 08 Goals For 07 Cohort</b>	<b>FY 08 End Fall 07 07 Cohort</b>
Enrolled	973	986	1004	1222	1210	1300	1227
Retained into 2nd year	710	749	789	970	952	975	N/A
Rate	73.00%	76.00%	71.00%	79.00%	79%	75.00%	N/A
Retained into 3rd year	535	572	545	677	N/A	780	N/A
Rate	55.00%	58.00%	54.00%	56.90%	N/A	60.00%	N/A

<b>Retention Rates All Freshmen</b>	<b>FY 03 02 Cohort</b>	<b>FY 04 03 Cohort</b>	<b>FY 05 04 Cohort</b>	<b>FY 06 05 Cohort</b>	<b>FY 07 06 Cohort</b>	<b>FY 08 Goals For 07 Cohort</b>	<b>FY 08 End Fall 07 07 Cohort</b>
One year retention rates	64.00%	67.00%	70.00%	72.00%	70.23%	72.00%	N/A
Gender							
Male	59.00%	63.00%	66.00%	68.00%	67.44%	70.00%	N/A
Female	67.00%	70.00%	73.00%	75.00%	72.31%	76.00%	N/A
Ethnicity							
White	64.00%	64.00%	68.00%	70.00%	69.03%	71.00%	N/A
Black	64.00%	74.00%	76.00%	79.00%	77.01%	79.00%	N/A
Hispanic	58.00%	70.00%	69.00%	72.00%	70.90%	73.00%	N/A
Asian	69.00%	86.00%	86.00%	71.00%	59.38%	71.00%	N/A
Native American	50.00%	71.00%	57.00%	75.00%	66.67%	75.00%	N/A
International	88.00%	60.00%	90.00%	73.00%	57.14%	75.00%	N/A



**Division of Enrollment Management (continued)**

<b>Top 10 Out-Transfer Institutions <sup>1</sup></b>						<b>FY 08 Goals For 06 Cohort</b>	<b>FY 08 Fall 07 For 06 Cohort</b>
						N/A	University of Texas Austin
						N/A	University of North Texas
						N/A	South Texas College
						N/A	Texas A&M University-Corpus Christi
						N/A	Laredo Community College
						N/A	Trinity Valley Community College
						N/A	Angelina College
						N/A	Lee College
						N/A	Paris Junior College
						N/A	Texarkana College
<sup>1</sup> Institutions to which unretained students from previous year's FTF cohort transferred						N/A	

<b>Residence Life Category</b>	<b>FY 03 02 Cohort</b>	<b>FY 04 03 Cohort</b>	<b>FY 05 04 Cohort</b>	<b>FY 06 05 Cohort</b>	<b>FY 07 06 Cohort</b>	<b>FY 08 Goals For 07 Cohort</b>	<b>FY 08 Annual - Fall</b>
<b>Freshmen Beds</b>							
Male	495	569	664	727	748	742	N/A
Female	824	882	1,068	1,092	1,078	1,147	N/A
Total	1,319	1,451	1,732	1,819	1,826	1,888	N/A
Percentage	99.92%	99.93%	99.54%	98.97%	93.4%*	100.00%	N/A
<b>Upperclassmen Beds</b>							
Male	430	288	445	390	343	342	N/A
Female	694	533	518	608	557	555	N/A
Total	1,124	821	963	998	900	897	N/A
Percentage	94.69%	96.14%	92.33%	89.91%	106%	100.00%	N/A

**Division of Enrollment Management (continued)**

<b>Residence Life Category (continued)</b>							
<b>Upperclassmen Apts</b>	<b>FY 03 02 Cohort</b>	<b>FY 04 03 Cohort</b>	<b>FY 05 04 Cohort</b>	<b>FY 06 05 Cohort</b>	<b>FY 07 06 Cohort</b>	<b>FY 08 Goals For 07 Cohort</b>	<b>FY 08 Annual - Fall</b>
Bearkat Village	0	495	494	502	492	507	N/A
Colony (Family)	82	75	70	24	12	N/A	N/A
Total	82	570	564	526	504	507	N/A
Percentage (??)	82.83%	94.06%	93.07%	99.06%	97.11%	100.00%	N/A
Beds Grand Total	2,525	2,842	3,259	3,343	3230	3,293	N/A
Capacity Grand Total	2,606	2,912	3,389	3,479	3327*	3,293	N/A
Percentage filled	96.89%	97.60%	96.16%	96.09%	97%	100.00%	N/A

\* Correction of previously reported figures

<b>Visitor Center Category</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Goals For 07 Cohort</b>	<b>FY 08 Annual - Fall</b>
Prospective Students	1,728	1,686	2,028	2,134	2,198	2,300	N/A
Guests	1,139	1,196	1,627	1,685	2,601	2,750	N/A
Groups	1,783	1,142	2,014	2,148	3,410	3,510	N/A
Total	4,650	4,024	5,669	5,918	8,209	8,560	N/A
Change	35.00%	-15.00%	40.00%	4.00%	39.00%	39.00%	N/A

<b>Saturdays @ SAM Attendance Category</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Goals For 07 Cohort</b>	<b>FY 08 Annual - Fall</b>
Students Attended	1,901	1,832	1,893	2,087	2,243	2,380	N/A
Guests Attended	2,243	2,761	3,202	3,277	3,813	3,950	N/A
Total Attendance	4,144	4,593	5,095	5,364	6,056	6,330	N/A

<b>Fall Semester Total Enrollment</b>	<b>FY 03</b>	<b>FY 04</b>	<b>FY 05</b>	<b>FY 06</b>	<b>FY 07</b>	<b>FY 08 Goals For 07 Cohort</b>	<b>FY 08 End Fall 07 Cohort</b>
Undergraduate	11,222	11,504	12,297	13,193	13,761	14,000	14,150
Freshman	3,026	3,102	3,441	3,720	3,797	3,800	3,743
Other Undergraduate	8,196	8,402	8,856	9,473	9,964	10,200	10,407
Graduate	1,869	1,956	2,074	2,164	2,174	2,300	2,304
Total	13,091	13,460	14,371	15,357	15,935	16,413	16,454

**Division of Enrollment Management (continued)**

Financial Aid Category	FY 03	FY 04	FY 05	FY 06	FY 07	FY 08 Goals For 07 Cohort	FY 08 Annual - Fall
Received Apps	N/A	31,435	32,670	32,744	36,615	37,100	N/A
Unduplicated	N/A	17,019	18,240	19,997	19,162	19,600	N/A
Processed	N/A	16,476	17,782	19,302	18,634	19,000	N/A
Processed for Awarding	N/A	7,784	9,203	10,013	10,275	10,500	N/A

Reporting for full year in each category with updates at end of semester and end of year

Career Services <sup>1</sup>	FY 03	FY 04	FY 05	FY 06	FY 07	FY 08 Goals For 07 Cohort	FY 08 Early Fall 07 Cohort
Career Fairs							
Career Expo							
# of employers	N/A	N/A	N/A	* 85	103	104	108
# of students	N/A	N/A	N/A	*344	490	494	493
Teacher Job Fair							
# of employers	N/A	N/A	N/A	216	220	222	78
# of students	N/A	N/A	N/A	781	740	747	228
Summer Job/Camp Fair							
# of employers	N/A	N/A	N/A	35	46	47	N/A
# of students	N/A	N/A	N/A	251	164	165	N/A
On-campus interviews							
# of employers				61	75	76	35
# of interviews				576	661	667	298
Jobs4Kats							
Active accounts - students	N/A	N/A	N/A	3,744	6,957	7,026	8,089
Active accounts - alumni	N/A	N/A	N/A	129	232	234	448
# of jobs posted	N/A	N/A	N/A	1,562	2,508	2,533	932
# of resume' referrals	N/A	N/A	N/A	7,284	8,744	8,831	1,405
On-line assessments	N/A	N/A	N/A	N/A	1,047	1,057	594
Counseling/advising sessions	N/A	N/A	N/A	452	742	749	285
Outreach presentations	N/A	N/A	N/A	85	109	110	62
Career Library Visits	N/A	N/A	N/A	2,199	1,676	1,692	1,390
<sup>1</sup> To be entered by Pam Laughlin							
*Expo cut short by Hurricane Rita							

## Division of Enrollment Management (continued)

20

Academic Coach assessment <sup>1</sup>					FY07	FY 08 Goals	FY08
On-line assessments	N/A	N/A	N/A	N/A	1,128	2,500	108

\*Reporting is done by FY only, cohorts cover multiple FYs

<sup>1</sup> To be entered by Nancy Ilfrey

Go Kats GO Center <sup>1</sup>						FY 08 Goals For 07 Cohort	FY08
# of students by grade level							
3-5 grade	N/A	N/A	N/A	N/A	47	157	47
6-8 grade	N/A	N/A	N/A	N/A	140	467	140
9th grade	N/A	N/A	N/A	N/A	106	353	106
10th grade	N/A	N/A	N/A	N/A	147	490	147
11th grade	N/A	N/A	N/A	N/A	74	247	74
12th grade	N/A	N/A	N/A	N/A	386	1287	386
Total	N/A	N/A	N/A	N/A	900	3000	900
First-generation	N/A	N/A	N/A	N/A	358	1193	358
General Contacts	N/A	N/A	N/A	N/A	1289	4000	1289
# of high schools served	N/A	N/A	N/A	N/A	9	30	9
# of other events	N/A	N/A	N/A	N/A	8	30	8
Ethnicity report	N/A	N/A	N/A	N/A			
Hispanic	N/A	N/A	N/A	N/A	209	697	209
Black	N/A	N/A	N/A	N/A	90	300	90
White	N/A	N/A	N/A	N/A	319	1063	319
Other	N/A	N/A	N/A	N/A	27	90	27
Gender	N/A	N/A	N/A	N/A			
Male	N/A	N/A	N/A	N/A	400	1333	400
Female	N/A	N/A	N/A	N/A	393	1310	393

## Division of Student Services

21

Bearkat OneCard Services	FY 03	FY 04	FY 05	FY 06	FY 07	FY 08 Goals	FY 08 YTD - Fall
First Time Card Issuances	12,958	6,705	6,084	6,075	6,102	6,250	384
Activated SHSU ID Cards	10,925	5,847	5,366	5,282	5,447	5,600	252
Active One Account Holders	8,887	5,092	4,369	4,173	4363	4,400	170
Percentage of Cardholders Receiving Refunds Electronically <sup>1</sup>	N/A	N/A	N/A	N/A	N/A	90%	88%
Percentage of Cardholders Receiving Refunds via Paper Check <sup>1</sup>	N/A	N/A	N/A	N/A	N/A	10%	12%
Percentage of Cardholders Receiving Payroll Electronically <sup>1</sup>	N/A	N/A	N/A	N/A	N/A	95%	96%
Percentage of Cardholders Receiving Payroll via Paper Check <sup>1</sup>	N/A	N/A	N/A	N/A	N/A	5%	4%
New Sponsor Accounts for Fiscal Year <sup>2</sup>	570	1,236	1,148	1,281	1,223	1,400	254
Summation of Yearly Refund Distributions via Higher One in Millions (\$)	\$1.10	\$28.60	\$36.25	\$40.22	\$47.30	\$50.00	\$7.80
SHSU Deposits Collected in Bearkat OneCard Office	N/A	\$42,658	\$565,680	\$594,625	\$612,600	\$650,000	\$197,301
Rewards Merchants	19	21	26	22	19	20	18

<sup>1</sup>The indicator terminology was revised to reflect accurate and specific data needed in the reporting of department goals and objectives. (12/31/07)

<sup>2</sup>Sponsor Accounts are set up by a parent/family member/friend to electronically transfer funds from a third party bank account to the students' One Account. (12/31/06)

## Division of Student Services (continued)

Counseling and ADA Services	FY 03	FY 04	FY 05	FY 06	FY 07	FY 08 Goals	FY 08 YTD - Fall
Students Using Counseling's Individual, Couples, and Group Services	457	461	481	620	650	675	341
Counseling Sessions Attended	2,312	2,234	2,183	2,817	3,220	3,300	1,473
Workshop/Outreach Programs Provided	N/A	N/A	39	74	103	110	33
Students Registered with Services for Students with Disabilities	234	279	304	372	339	360	258
Services Provided to Students with Disabilities	936	1,105	1,377	2,016	1,625	1,675	512

Dean of Students	FY 03	FY 04	FY 05	FY 06	FY 07	FY 08 Goals	FY 08 YTD - Fall
Percentage of Students in Student Government that are Non-Caucasian	N/A	N/A	N/A	37%	54%	40%	33%
Who's Who Nominations Received <sup>2</sup>	N/A	N/A	N/A	N/A	N/A		164
Who's Who Recipients	47	104	127	136	142	146	148
Parent/Family Weekend Registered Participants	N/A	N/A	610	575 <sup>1</sup>	810	650	1,752
Alpha Lambda Delta Initiates	32	39	82	96	136	100	N/A
Co-Curricular Transcript Participants	N/A	N/A	105	258	294	350	112
One Year Retention Rate of Students Participating in the Faculty/Student Mentor Program <sup>3</sup>	N/A	N/A	N/A	N/A	N/A	75%	100% <sup>4</sup>
Orange Keys Events Worked	N/A	33	37	33	33	33	19
Leadership Programs (BOLD)	N/A	N/A	N/A	3	6	8	3
Leadership Participants (BOLD)	N/A	N/A	N/A	416	382	400	120

<sup>1</sup>Number went down due to rescheduling because of the hurricane.

<sup>2</sup>New indicator. (12/31/07)

<sup>3</sup>Indicator terminology revised. (12/31/07)

<sup>4</sup>All students are currently enrolled for Spring 08. (12/31/07)

## Division of Student Services (continued)

23

Health Services	FY 03	FY 04	FY 05	FY 06	FY 07	FY 08 Goals	FY 08 YTD - Fall
Patient Visits	11,103	12,586	11,753	12,178	17,014	17,300	7,333
Laboratory Tests	3,776	3,831	4,152	5,011	5,781	5,800	2,192
Pharmacy Prescriptions	5,286	5,896	4,655	3,191 <sup>1</sup>	7,694	8,000	2,877
Health Outreach Programs	18	28	72	103	127	50 <sup>3</sup>	55
Outreach Program Participants	N/A	N/A	16,418	11,547	9,468	4,500 <sup>3</sup>	4,786

<sup>1</sup>Pharmacy was closed 9/01-12/27/05 due to pharmacist's retirement.

<sup>2</sup>The FY 07 Goal has been amended to reflect the health Programming Coordinator's hours not being allocated to the Alcohol Abuse Initiative. (12/31/06)

<sup>3</sup>The Health Programming Coordinator will be on FMLA during Spring 08. (8/31/2007)

Lowman Student Center	FY 03	FY 04	FY 05	FY 06	FY 07	FY 08 Goals	FY 08 YTD - Fall
LSC Confirmed Reservations	N/A	4,849	5,001	4,506	4,684	4,800	1,966
Art Gallery Reservations	N/A	18	17	20	26	24	20
LSC Traffic	N/A	N/A	962,123	1,025,292	915,501	950,000	390,734
LSC Facility Income	\$21,323	\$21,343	\$31,633	\$39,882	\$31,551	\$30,000	\$23,303
Kat Klub Traffic	N/A	N/A	45,126	54,660	63,726	60,000	31,544
Kat Klub Sponsored Programs	N/A	N/A	39	47	46	45	24
Kat Klub Program Attendance	N/A	N/A	1,094	1,852	2,112	2,200	1,439
Kat Klub Reservations	N/A	N/A	36	35	76	75	49
Kat Klub Income	\$17,445	\$23,593	\$22,802	\$16,831	\$15,379	\$15,000	\$6,565

## Division of Student Services (continued)

24

Recreational Sports	FY 03	FY 04	FY 05	FY 06	FY 07	FY 08 Goals	FY 08 YTD - Fall
Intramural Activities Offered	11	14	21	35	45	47	21
Intramural Teams <sup>1</sup>	374	305	381 <sup>1</sup>	597 <sup>1</sup>	838	840	488
Intramural Participants	N/A	N/A	14,888	16,660	22,131	20,750	10,647
Club Sports Clubs	14	16	16	18	23	25	23
Club Sports Participants	238	275	353	304	308	325	418
Recreation Facility Participants	175,555	174,263	161,324	203,771	256,752	200,000	83,939
Recreation Center Memberships Sold	71	62	47	108	137	135	12
Aquatics Participants	1,524	223	CLOSED	1,150	4,381	4,500	1,712
Aquatics Pool Memberships Sold	22	0	CLOSED	5	7	10	0
Coliseum Events	69	70	68	65	125	68	32
Wellness Programs	3	3	3	3	6	7	5
Wellness Participants <sup>2</sup>	20,419	27,378	21,784	17,695 <sup>2</sup>	156,704 <sup>2</sup>	150,000	41,342
Outdoor Recreation Program Offerings <sup>4</sup>	2	3	3	3	4	15	19
Outdoor Recreation Participants <sup>3</sup>	32	28	19 <sup>3</sup>	1,610 <sup>3</sup>	2,422	2,100	1,483

<sup>1</sup>The increase in teams from FY 05 to FY 06 can be attributed to the introduction of new activities offered allowing more teams to participate in a variety of activities. (5/31/07)

<sup>2</sup>The increase in FY 07 participants as compared to the FY 06 participants is because of the weight room expansion. (12/31/07)

<sup>3</sup>The increase in participants from FY 05 to FY 06 can be attributed to the addition of the climbing wall, as well as the hiring of an open outdoor staff position. (5/31/07)

<sup>4</sup>For FY08 the indicator terminology will be changed to "Outdoor Recreation Program Offerings" to better reflect the multiple activities offered vs. the number of programs under the outdoor umbrella. (8/31/07)



## Division of Student Services (continued)

Student Activities	FY 03	FY 04	FY 05	FY 06	FY 07	FY 08 Goals	FY 08 YTD - Fall
Registered Student Organizations	143	227	200	234	235	240	239
Student Members in Registered Student Organizations	N/A	N/A	5,675 <sup>1</sup>	6,686	9,802	10,000	7,691
Fraternalities and Sororities Student Members	620	761	896	814 <sup>2</sup>	786	850	852
Program Council Sponsored Programs	50	98	81	67 <sup>3</sup>	68	70	37
Program Council Program Participants	10,893	8,075	9,415	9,274 <sup>3</sup>	21,417 <sup>4</sup>	22,500	7,640
Student Activities Sponsored Programs	42	39	57	85	91	95	38
Student Activities Program Participants	15,631	15,245	23,252	34,840	41,118	42,500	22,478
Multicultural and International Student Services (MISS) Sponsored Programs	27	59	93	83	50	55	30
MISS Program Participants	3,136	8,751	7,614	8,370	8,107	9,000	2,506
Spirit Program Performances	N/A	N/A	68	89	172	180	57

<sup>1</sup>Correction to number; updated information discovered.

<sup>2</sup>Greek numbers have decreased due to the suspension of several organizations.

<sup>3</sup>Program Council's sponsorship of programs has decreased; Student Activities has assumed sponsorship.

<sup>3</sup>Numbers have also decreased as a result of programmers focusing on quality not quantity.

<sup>4</sup>The increase in FY 07 participants as compared to the FY 07 goal can be attributed to programs being held in conjunction with athletic events. (5/31/07)

Students' Legal Services	FY 03	FY 04	FY 05	FY 06	FY 07	FY 08 Goals	FY 08 YTD - Fall
Students Contacting Legal Services	1,683	1,870	1,990	2,052	2,971	3,000	1,175
Legal Consultations Provided	288	287	312	328	284	355	146
Landlord/Tenant	64	61	66	88	85	95	26
Consumer Protection	64	44	65	54	57	57	37
Insurance	7	7	10	10	10	11	2
Criminal Law	47	51	53	60	62	64	16
Family Law	39	39	43	64	23	69	21
Traffic Ticket	20	32	21	16	16	18	10
Automobile Accident	23	29	25	15	5	17	4
Employee Rights	24	24	29	21	26	24	30
Outreach Programs	1	1	1	2	4	2	3