

## Annual Department Reflection Examples

Evidence of Improvement Example 1: The 2021-2022 academic year showed both challenges and rewards for Parent & Family Relations. We were able to return to in-person Sibling Saturday and Red Raider Orientation for Parents & Family Members events. Though the Sibling Saturday numbers were limited due to ongoing COVID-19 concerns and staffing/volunteer shortages, we were able to host 142 students and their siblings for a day of activities supporting family engagement and enhancing younger siblings' familiarity with Texas Tech in particular and college in general.

Red Raider Orientation for Parents & Family Members showed huge increases in numbers of participants over years past. These increased numbers proved challenging for staffing the events, but families were pleased overall, with over 90% indicating they had a positive experience when attending. As we continue to offer both online and in-person components of the program, we will have to refine our communications with families prior to registration and attendance. In our survey we noticed some families were concerned about the cost of attendance and time off work, given that much of the information was also presented online, for example.

Email communication with families continues to be very successful for Parent & Family Relations, with continued increases in subscribers and newsletter open rates that far exceed industry peers'. Furthermore, in our Family Engagement Survey, respondents indicated they were engaging with the newsletter at high rates (corroborated by the Mailchimp open rates) and that respondents reporting high levels of engagement with the newsletter also report high levels of connection with the university and more knowledge about student support topics than those not engaging with the newsletter. We are able to use this data to continue to include topics that families report they share with their students.

Evidence of Improvement Example 2 I believe that comprehensively University Recreation has provided excellent opportunities and evidence of supporting student success and in making a positive impact on the lives of students. The evidence of this belief includes:

1. The student supervisor leadership development series:

In it's second year this newer program targeting undergraduate student supervisors of University Recreation provided excellent learning and critical thinking experiences. Hosting four individual learning sessions with over 90% attendance by all student supervisors this program provided out of classroom learning experiences through collaboration with University Career Services, Human Resources, and Student Health and Wellness.

2. The FitWell:

Expanded the fitness instructor educational experience by utilizing NASM and AFFA as required certifications for personal trainers and group fitness instructors. By doing this we increased the knowledge of the instructors which therefore increases the fitness class and personal training experience.

3. The Aquatics:

Continued to grow and expand certification courses for lifeguards and water safety instructors. By hosting these instructional classes we improved the overall knowledge of instructors but also the safety and understanding by participants.

4. Outdoor Pursuits:

Created a certification process for student staff responsible for monitoring the climbing wall. Through this new internal process University Recreation student staff have been able to improve the safety of this program as well as help instruct students on how best to safely climb.