

Executive Summary-Registered Student Organizations (RSO)

Strengths:

Overall, the RSO Support area was given fairly high marks on the following levels:

- Diversity and student support received excellent marks on several areas.
- The program scored very well on accessibility, both physical access and physical support (technology).
- The RSO Support was seen as relating to the campus and the surrounding community.
- RSO Support also scored well in the areas of human resources and organization.

Areas Needing Improvement:

RSO Support is lacking in the following areas:

- There is no clearly written mission statement and goals for the program area. The Office of Student Life has a mission, but there is not one for RSO Support staff to directly refer to.
- There is a lack of assessment for the program area as an entity. There is also not a clear, comprehensive promotion of the program.
- Discrepancy between position descriptions and actual practice.
- Discrepancy between work of position and pay scale.
- Lack of training for fiscal agents/advisors of student organizations as well as a lack of training for student leaders within organizations (presidents, treasurers).
- Lack of physical space for student organizations.
- No written documentation of liability potential for RSOs.
- Lack of orientation to traditions for students.

- No written ethical standards for RSO Support staff to follow/adhere to.

Inhibiting factors:

The major inhibiting factor that the team had to deal with was remembering that the document we were using is more specifically for campus activities rather than student organizations. RSO Support is also not in the position to adjust salaries or create new physical spaces for student organizations.

Recommendations

In order to bring RSO Support into compliance with the CAS Standards, the RSO Support CAS Team proposes the following:

- 1) Creation of a mission statement for the RSO Program Support area. This should include goals. Said mission and goals should be reviewed on a yearly basis.
- 2) Development of a comprehensive RSO Support program assessment for students to provide their input to what they want and need.
- 3) Accurate, quality job descriptions must be written to reflect the true nature of jobs. This includes the Assistant Director position, Graduate Assistant , and student employees.
- 4) Training for student organization representatives (presidents/treasurers) with regards to the student fee process.
- 5) An information session for student organization advisors to learn about liability issues related to student organizations as well as a meeting with Student Dispute Resolution Services to understand the role that their office plays in relation to RSOs.
- 6) Aid in the development of a traditions presentation to be given to student organizations.
- 7) Aid student organizations in the development of new traditions.
- 8) Create a statement of ethical behavior specific to the Illinois State University RSO Support program.

In order to enhance the program beyond compliance, the RSO Support CAS team offers the following suggestions:

- 1) RSO Support should continue to support programs and perhaps even develop program with other offices.
- 2) Strive to collaborate with faculty on developing the "whole student".
- 3) Set goals for RSO Support each year (in addition to the mission and goals).
- 4) Continue to hire quality staff.
- 5) Have an information session for advisors/fiscal agents to make them aware of the fee process.
- 6) Market the Media Lab and other resources to student organizations.
- 7) Investigate and invest in the best technological resources (within reason).
- 8) Educate student leaders and advisors about issues related to affirmative action and Americans with Disabilities Act.
- 9) Make more community connections (perhaps through the Student Volunteer Center) to exhibit that students do perform positive acts in the community.
- 10) Staff members must remain cognizant of the fact that they are always representatives of the institution, no matter where they may be.

Once the student assessment tool is developed, it needs to be distributed to the student organization leaders and advisors. That way advisors can also add their feedback regarding RSO Support. In addition, the ethical standards, job descriptions, and the mission statement must be reviewed every year to make sure that they are current and accurate.