

Annual Report to the Strategic Plan Review Committee (SPRC)

2018-2019

Division of Student Affairs

Overview

Comprised of 15 departments, the mission of Student Affairs is to promote and enrich students' education through a seamless learning environment that enhances the classroom learning experiences. This is fostered by interacting with students in their everyday lives through teaching, mentoring, advising, and counseling.

For the past academic year, the work in Student Affairs focused on the newly established divisional clusters of student engagement and health and wellness, enhanced programming efforts on campus climates, and strategic goals three and five.

In January, the division added a new dean of student engagement, Dawn Eades. This was the final piece in the 2017-2018 division reorganization. Dawn will oversee residence life, student involvement, bookstore, and spiritual life. One goal of this new position is to increase the engagement and satisfaction of students through new programs and initiatives.

Also, this semester brought changes for the Title IX department. For the first time, WSU was able to fund a full time position on Title IX compliance and education. Jennifer Quinn became the director of Title IX and Alcohol and Other Drug Education.

In a recent publication, authors Tradwell and O'Grady point to three distinct challenges facing student affairs professionals: the expanding role of student affairs around the health, safety and well-being of students; the compelling need to focus on student success for low-income students, and students of color; and higher education's short- and long-term fiscal constraints.

Keeping these three challenges in mind, the division set out to investigate what role we play in working and supporting the changing demographics on campus, foster the

development of the next group of leaders, and ultimately how to define the WSU student experience.

Below are a few of the examples of division work as it relates to goals three and five.

Focus Area: Goal #3 Attract and enroll a diverse pool of highly motivated students and attach institution-wide priority to promoting their retention and success

Strategy A: Strategically align programmatic offerings with student interest and employment trends

Career Services

- LancerLink – Our Career Services recruitment technology connects intern and job seeking students and alumni with potential employers. It is in the final stages of campus wide integration and now holds 2,919 employers and 11,334 undergraduate and graduate students.
- Supplemental formal career development programming was designed and facilitated for students in the areas of Biology, Business, Computer Science and Criminal Justice. We purposely targeted collaborations with the following partners for these student-facing events: UMASS (IT & Business Division), ArcBest, U.S. Secret Service, Bristol Myers Squibb, Hanscom Air Force Base and The National Organization on Disability.
- The FYS classes have been designed to address the gaps that employers are noting nationwide and that career development is a life-long process. These two sections were held and completed fall 2018.
- What Can I Do With This Major (WCIDWTM) will continue to be hosted online and hard copies will be distributed throughout campus via the cart. The cart continues to travel around campus to various events and venues.
- All programming is designed to support students' obtaining and retaining of internships and jobs such as: Career Counseling, Mock Interviews, Part-Time Job and Internship Fair.

Strategy D. Implement recruitment strategies designed to increase diversity within the student body

Career Services

- With our newly established community partners "Work Without Limits" and the "National Organization on Disability" we hosted an Employer Meet and Greet

networking event for students from WSU and fellow New England colleges and universities in late January. This program focused on supporting students and recent graduates with disabilities to connect and explore professional opportunities offered by 18 distinguished employers with inclusive hiring strategic plans.

Student Involvement and Leadership Development (OSILD)

- This year, the office developed a three-phase expansion of new leadership programs. Through the development of new student-centered leadership programs, the OSILD will be able to create more opportunities for students at Worcester State to engage with their peers and with their campus. A goal of this program is to increase the diversity of student leaders across campus.
- Redesigned plan for the Leadership Summit. This is an annual weekend getaway for about 35 students that focuses on personal development. Participants have traditionally been members of student organizations, and spend three days learning about their personal leadership style and leadership skills that they can bring back to their campus groups.

Strategy K. Expand services in the evening for all students

- Several offices such as Career Services, Residence Life, and OSILD expanded office hours for students this year. The main goals were to make sure services are available during the week for evening students and to meet the different schedules of our students.

Strategy J. Provide excellent customer services to students in all divisions and offices.

Counseling Center

- Walk-in screening form
- Implementation of daily counselor triage hours

This process was implemented as a means to continue to meet the demand for services while simultaneously identifying and treating significantly at-risk students in a timely

manner. The walk -in screening form (for students who do not have a scheduled appointment on that day) includes questions around what is going on in the moment, was there a triggering event etc. It also addresses both suicidal and homicidal thoughts. This form is reviewed by a counselor in order to determine if the student needs an immediate appointment (suicidal, homicidal, title IX) or can be scheduled for a same day triage appointment.

The walk-in triage appointments are same day brief support sessions to enhance short term coping skills and develop a plan for future sessions.

This will give us an opportunity to provide potentially 15 additional students per week with same day appointments.

Focus Area: Goal #5 Promote financial strength and organizational sustainability while continuing to secure and invest the resources required to maintain WSU's reputation for excellence and value

Strategy B. Mitigate uncertainty and offset reduction in state funding by identifying and growing new streams of revenue.

Athletics

- In November, the WSU Board of Trustees approved the establishment of the Wellness Center Trust Fund for FY 2019. After two years of stable earnings from Wellness Center program revenue (rentals, memberships, etc.) the net earnings in the trust may be used to supplement student programming, equipment, and operations per established guidelines. Equipment expenses from the initial Wellness Center budget will be removed from the university's general operating budget and funded by the trust.

Strategy F. Bolster WSU's technology capacity and infrastructure through investment in administrative and technology and through collaborations that maximize savings and efficiencies

- Multiple offices across campus now use Maxient software system. This software was originally purchased by residence life to process conduct reports. Now for the same costs, student conduct has developed modules for Title IX, student

intervention team, and this summer academic honesty violations. Maxient allows for confidential tracking, reports, case management, and records storage.

Strategy G. Strengthen and sustain efforts to inspire financial support from WSU alumni

Athletics, Career Services, and Advancement

- The creation of a “Alumni Job Shadow Day” will allow our student-athletes to gain important life experiences to help prepare them for the real world after college.

Athletics

- The creation of the inaugural WSU Athletic Department Golf Tournament which will be available to all 20 WSU sports teams.

Career Services

- Blend alumni in career services programming such as mock interviews, dining etiquette, etc. throughout the year.

Strategy H. Develop a long-term plan for increasing financial support and professional development opportunities for faculty and staff through operational efficiencies and fundraising

Office of Residence Life and Housing

- In an effort to reduce monies spent on travel, residence life created in-house professional development series for the staff. Topics include: supervision, strengths, vision setting, and problem identification and solving.

Cross-Divisional Collaborations

Richard Keeling, editor of Learning Reconsidered “reflected that while higher education created silos and division of academic and student affairs, students just call it college.” The division of student affairs continues to focus on collaborations that enhance the student experience in an often-seamless way. In addition to serving on many cross-divisional

committees, departments worked on new initiatives, programs, and support services both within and outside the division. Below are a few examples from several departments.

Athletics

- Collaborated with Advancement Office to host the inaugural March Madness Fundraising Campaign which generated almost \$20,000 for our athletic teams. This exercise was a Crowd Funding Campaign that involved our athletic teams competing against each other in a bracket style format to engage family, friends, and alumni in order to raise money for their respective programs.
- Midnight Madness II-collaborated with several departments on campus to host a midnight basketball game and fan fest to kick off the 2019 season.

Career Services

Creation of New Progressive Devereux Internship

- Created an in-depth progressive paid internship opportunity where students will be on-boarded during the summer with training and supervision. Then in the fall those participants will be transferred to a paid position within the organization with the possibility of employment after graduation.
 - Held preliminary discussions with **Devereux** on how to strengthen their on-campus branding
 - Coordinated on-campus planning meeting between **Psychology Department** and Devereux staff
 - Determined collective interest and confirmed plan for event and follow up interviews
 - On 8 April, 2019 ten administrators from various Devereux's departments will be presenting a PowerPoint presentation regarding the new internship opportunity. Ten representatives will be available to speak 1-1 to students.
 - On-campus interviews are scheduled for both the 9th and 19th of April.

- Designed marketing materials and gave to **OSILD, Res Life, Psychology, Urban Studies, Education, and Sociology departments** for distribution.
- Directions for employer to authorize interviews within the LancerLink system were created and forwarded onto them.

Created 2 First Year Seminars (FYS) career development classes:

- Designed/Submitted academic proposal to **FYS Advisory Board** regarding intentional personal exploration and career readiness competencies linking academics with careers

Civic Engagement

- Jumpstart program with the Education Department
- Edward M. Kennedy Institute for the United State Senate partnership with History Department

Counseling Center

Fresh Check Day Program

Increased student “booth “participation by collaborating with the Psychology department faculty and OT department faculty. Each of these departments worked with students to create original booths for Fresh Check day.

Overall: 4- Academic Departments

11-Student Affairs Departments

11- Student Organizations

Fresh Check Day aims to create an approachable and hopeful atmosphere where students are encouraged to engage in dialogue about mental health and helps to build a bridge between students and the mental health resources available on campus, in the community, and nationally.

Fresh Check Day Program Goals:

- Increase awareness of mental health resources available to students
- Reduce stigma and misconceptions around mental health and suicide that often deter individuals from seeking help

- Empower peers to be gatekeepers by understanding warning signs and knowing what to do if a friend is exhibiting signs of suicide or mental health concern
- Increase willingness to ask for help if experiencing emotional distress

Student Support Network-

Counseling center staff are facilitating 2 concurrent 6 weeks SSN trainings aimed at targeted populations. Staff worked with faculty from Nursing, OT, and CSD to recruit students from these majors to participate. Additionally, staff worked with the Athletic department staff to recruit student athletes to participate in the second group. 10 student athletes are participating.

These student groups meet once a week for a total of six sessions. Here, they learn to recognize warning signs of distress in their friends, gain insight into common mental health challenges, practice bringing up their concerns—in a sympathetic, nonjudgmental way—and build expertise at connecting friends to other support resources, such as the campus counseling center.

Health Services (UMASS Medical)

- Intensive English Language Program: Health Services provides health care for the full-time students in this program (usually 30-40 students enrolled in this program/semester).
- Met with interim Director of IELI program in June 2018 to review our services and to educate regarding the Health Form/Immunization requirements.
- Presented at the IELI New Student Orientation on 1/23/19.
- Meeting with graduate Nursing students, regarding a Sexually Transmitted Infection brochure that is being created by a group of Nursing students. Will be reviewing the brochure with the student, and also discussing plans to display the brochure in the Health Services Office. Potentially, our office will use the brochure as an educational resource to distribute to students that are seen in our office for Sexually Transmitted Infection screening

Office of Alcohol and Other Drugs Education

- Worked closely with Cheryl Hersperger, Nursing Faculty to develop a presentation titled "Opioid Education, Response & Rescue" which we have

currently presented to about 130 students, faculty and staff. We will continue to market our program.

Residence Life and Housing

- The Academic Success workshops offered every Tuesday in the halls. It included 7 other offices across 4 different divisions (Student Affairs, Enrollment Management, Academic Affairs, and Administration and Finance).

Office of Student Involvement and Leadership Development

- Orientation - We collaborate with Academic Success as well as Academic Affairs for our Transfer, Winter and First Year Orientation programs in coordination of faculty sessions as well as academic sessions.
- Family Day/Homecoming - Our office collaborated with the Alumni Office for the first time in a decade to combine Homecoming and Family in September.
- March Madness - Our office collaborated with Institutional Advancement to promote and coordinate March Madness fundraising and competitions between the student organizations.
- Multicultural Event Series - Our office collaborated with the Office of Multicultural Affairs to co-sponsor a host of multicultural events held throughout the year including Latin Heritage Month lectures and Courageous Conversations.