Division of Student Affairs
2019-2020 Annual Report Summary

The Division of Student Affairs continued to implement the co-curricular educational model in the 2019 – 2020 academic year, which yielded increased data collection and analysis, evaluation of student outcomes, and application of data-driven decisions. The implementation of initial steps in phase one of the Residence Life Experience Plan produced record numbers of residential students and contributed to a 21.25% increase in student room reclaims for fall 2020.

Division-wide data analysis from nationally normed EBI surveys and internal assessments showed a significant increase in student utilization of services, improved programs and services, and increased student satisfaction. Many departments across the division had record numbers of visits and/or service touch-points this year.

Cross-divisional collaborations continued as a Student Affairs focus. Every department within the division implemented one or more shared cross-divisional projects or programs. These collaborative relationships contributed significantly to the University's ability to quickly and effectively respond to the Coronavirus pandemic. It is impossible to articulate the entirety of the pandemic response and the contribution to the success of continued service to UNA students, but the following significant highlights help to tell the Student Affairs story.

<u>COVID-19 Response Highlights</u>

- UNA has been acknowledged by other universities as "setting best practice" in responding to the pandemic.
- Contacts with the Lauderdale Emergency Management Agency (EMA) and Alabama Department of Public Health (ADPH) also expressed appreciation and accolades for the University's initial response and continued diligence as the situation has evolved.
- Every service area in the division continued to address student needs by shifting to remote service delivery and virtual events, with staff members spending countless hours making sure services were not interrupted inordinately.
- With collaboration among numerous departments, Housing & Residence Life set up a system to:
    - Identify students who had hardships and needed to remain in University housing
    - Accommodate students' dining needs and address food insecurities
    - Allow student residents to leave campus but keep personal belongings in the residence halls and request delayed checkout
    - Move approximately 1,300 students out of the residence halls during spring break with the following health and safety measures implemented:
        - Limits on individuals per hour, by floor, and occupancy space so that 6ft distancing could be accommodated
        - Limits to guests allowed to assist during move out

        - Health screening and temperature checks for every individual participating in move out – residents, guests and family members, volunteers, and staff.
- Converted remaining spring and summer large group programs and events to online experiences, including but not limited to:
    - University Awards Gala to a virtual event held live on Facebook
    - Teacher Recruitment Day to virtual Career Fair
    - Student Orientation, Advising and Registration (SOAR) to online experience
    - Residential community programs and meetings to virtual events
- Health Services and Counseling Services utilized recently launched electronic platforms to quickly establish a telehealth platform that support uninterrupted delivery of student services delivering telehealth using phone triage and Zoom appointments
- University Health Services established and/or implemented:
    - Daily symptom checks for students and staff remaining on campus due to hardships and for students and/or employees that have been placed in self-isolation due to possible exposure to COVID-19
    - Processes to assist with containment of positive COVID-19 cases including contact tracing within the University in conjunction with investigations by ADPH
    - Plan for future mass immunization much like mass influenza clinics that take place across campus every fall semester
    - Moved all health education videos to an electronic format and increased availability via our website.
- 23 staff members assisted Enrollment Management making approximately 2,000 phone calls to potential students.
- Disability Support Services staff attended online state-wide trainings to ensure accessibility for students with disabilities during the transition to online classes
- Departments and staff members had innumerable intentional COVID-19 related touchpoints with students, including but not limited to:
    - 10,250 direct symptom monitoring touchpoints for hardship students
    - Over 10,000 hours of COVID-19 related online trainings or webinars
    - 398 direct clinical mental health touches
    - Innumerable direct student touchpoints by individual staff members via email, phone, and zoom meetings
    - An estimated 4,000 health screenings and temperature checks for students and guests during HRL checkout delayed checkout requests (a four-day period)
    - 67 screenings for students with delayed checkout requests.

<u>Other Significant accomplishments not directly related to COVID-19</u>

- The Career Center was awarded the 1.1 million-dollar WORC Grant to support the re-entry of students to complete the Bachelor of Science in Nursing (BSN) and Bachelor of Business Administration (BBA) degrees

- Improved services to marginalized students, engaging them in residential living and other campus experiences, including collaborative efforts with the Mitchell-West Center for Social Inclusion and the Office of Diversity & Institutional Equity
- Student Counseling Services implemented same day open consultations, triage services, referrals to self-directed coping resources, individual sessions, group therapy, workshops and ongoing individual therapy when clinically appropriate
- "Presence" Software used throughout the Division (we are encouraging others on campus to use it, as it provides demographic data related to attendance at University events and can assist with marketing efforts to specific populations).
- Significantly improved student engagement spaces in residence halls and the GUC atrium, performance center, and banquet halls
- Counseling Services, Disability Support Services, Health Services, Recreational Sports & Fitness, the CARE Team/Case Management, and the Career Center saw increases between 20% and 50% during the fall semester
- UNA Food Pantry and Chartwells partnered to distribute food left over from events and foods that will expire to students who have food insecurities
- Through process mapping, Student Affairs identified the areas of peak performance and areas where there are gaps in services, according to best practice and national research findings
- The Division established intentionally-designed retention efforts in all areas of service and evaluated how each area or department can contribute to students staying at UNA and graduating
- The University Police Department implemented a significant move to community policing with concentration on internal campus patrols, improved educational efforts and crime prevention, as well as enforcement.
- Student Counseling Services implemented an entirely new method of service delivery, the stepped-care model, which improves cost and time efficiency while continuing to provide quality mental health care to UNA students
- A full time Title IX Administrator was hired and accomplished the following:
    - Certification as a Title IX Coordinator through the National Association of College and University Attorneys (NACUA)
    - Appointment of 22 faculty and staff members to the Equity Resolution Process (ERP) pool
    - Expanded policies to include coverage at Kilby Laboratory School in coordination with other departments,
    - Ensured certification of five ERP pool members as Level II Civil Rights Investigators through the Association of Title IX Administrators (ATIXA)
    - Appointed to serve on the NCAA Division I Transition Team, subcommittee for Accreditation, and UNA Athletics' Gender Equity Committee
    - Improved support resources and policies for pregnant and parenting students
- Best Practice, High Impact Practices and Data Collection on Success Measures being implemented in every Student Affairs department and/or service area

- Developed an Esports Competitive Club Team, purchased new computers and gaming equipment and established an ESport Learning Community and training center in Covington Hall
- Expanded our partnership with the Department of Kinesiology by supporting the ROAR Wellness incentive, increasing Outdoor Adventure Center (OAC) activity, and providing a laboratory for the students majoring in Outdoor Recreation
- UNA University Police Department (UPD) hosted a course on Domestic Violence and Updated Laws, which was attended by officers from approximately 52 police departments in Alabama.
- UPD training center hosted a De-Escalation Instructor Course, represented by eight different agencies from six states and the U.S. Air Force. Through hosting this program, two UNA officers were certified as de-escalation Instructors.
- Two Disability Support Staff Members were elected to AL AHEAD board of directors

<u>Significant Data Points and Operational Statistics</u>

- Increased residential occupancy by 9.96% in 2019
- Other Housing & Residence Life stats
    - 5,917 Lion Chats (intentional conversations with students)
    - 2,362 Community Meeting check-ins with student 2,362
    - 794 check-ins to the Lion Learning Center
    - 3,464 Residence Hall tour participants (potential students)
    - 2,017 Residence Hall tour participants (guests)
- University Health Services
    - 5,480 traditional clinic visits (missed an estimated 905 clinic visits (March – May) due to change in operations related to COVID-19 pandemic)
    - 14,593 total clinic visits (both remote and traditional)
    - 3,424 prescriptions dispensed - decreased amount due to call-in prescriptions with change in operations as a result of the COVID-19 pandemic
    - $171,677 in free services to students (conservatively quantified)
    - Over $10,000 direct savings to employees (difference between $5 office visit and $35 co-pay)
    - Over $71,000 employee office visits savings to UNA insurance plan (does not include reduced-cost services and medications)
- Student Counseling Services served 412 student clients and had 2,075 unique appointments
- There was a 40% increase in individual campus departments that were trained in A.L.I.C.E. (Alert, Lockdown, Inform, Counter, Evacuate)
- Data collected on 1,581 students at UPC events (a 237% increase)
- Fraternity and Sorority Life (FSL)
    - The GPA for FSL is higher than for all undergraduates

    - The percentage of campus leaders affiliated with FSL, philanthropy, and community service participation is also higher than all undergraduate student participation
    - There has been a significant increase in historically-black Greek letter organizations and membership within those organizations
    - 16% (818/4,973) of undergraduate students were fraternity/sorority members in spring 2020
    - 18% (554/3,063) of undergraduate women were sorority members in spring 2020
    - 13% (254/1,910) of undergraduate men were fraternity members in spring 2020
    - 55% (454/821) of fraternity/sorority members earned 3.5 or higher GPAs in spring 2020
    - 23% (194/821) of fraternity/sorority members earned 4.0 GPAs in spring 2020.
- Military and Veterans
    - Fulfilled the requirement to have two certifying officials on campus
    - Had a zero balance between the US Veteran's office and UNA for the first time
    - Certified 345 VA benefit eligible students resulting in $5,175 additional dollars for the MVA
    - $ 2,428,820 total tuition and fees revenue paid to UNA.

Overall the Division of Student Affairs, with much support from other university divisions, made progress this year and positively affected UNA students, as shown by these and many other accomplishments. As the Division moves toward full implementation of the co-curricular model and continued application of best practices, it will be important to also build a solutions-focused culture to address future funding challenges, the declining college-age population, and the changing needs of students. Efforts to build that culture are already underway.

Note: Annual reports and accomplishments for individual Student Affairs departments may be accessed on their departmental web pages at una.edu.