

# ANNUAL REPORT 2014-2015

Division of Student Affairs  
University of North Alabama



June 5, 2015

# **DIVISION OF STUDENT AFFAIRS**

## **ANNUAL REPORT**

### **2014-2015**

#### **VISION**

The Division of Student Affairs at the University of North Alabama aspires to become a division of distinction and emulation in the state, region, and country.

#### **MISSION**

The Division of Student Affairs is dedicated to providing appropriate high quality services, programs and experiences which contribute to the total development of each student; to work cooperatively and actively with the Division of Academic Affairs and the faculty to enhance student learning both inside and outside the classroom and promote the academic mission of the University; and to prepare students to serve as leaders, problem solvers, and change agents in a global, multicultural world.

#### **CORE VALUES**

##### **Students**

Students are the center and reason for our work. We value all students and the opportunities we have to be a part of their education and personal development. We value the unique strengths, skills, life experiences, and talents each student contributes to the learning environment.

##### **Communication**

We strive to shape an environment of respect and openness, allowing for the free exchange of ideas and viewpoints. We strive for proactive and continual communication between departments and within the University.

##### **Professionalism**

We strive for highest levels of professional standards and integrity. Strong ethics and morals must serve as the foundation for our policies, procedures, services, and relationships with students and one another.

##### **Diversity**

We strive to promote and support diversity in all of its forms at the University and within our Division. We value the uniqueness of each individual and we value what each individual contributes to our organization. We are committed to learning from talents and gifts offered by each member of the UNA community.

##### **Teamwork**

We strive to work together as a collective team, positively supporting, motivating, and challenging each other.

##### **Innovation/Creativity/Adaptability**

We strive to constantly seek positive and creative change to adapt to the needs and visions of students and the University that will promote a campus of vitality and purpose.

## EXECUTIVE SUMMARY

The report that follows is a brief summary of the accomplishments by the Division of Student Affairs as a result of our Division Annual Action Plan 2014–2015. The priority initiatives pursued during the 2014–2015 academic year were taken from the *Division of Student Affairs Strategic Plan*. The foundation of this plan is the division's vision and mission statements and a set of core values that serve as the foundation for our work.

The Division of Student Affairs has had another successful year filled with many accomplishments and challenges. The successes enjoyed by the division have come from hard work, creativity, cooperation, collaboration, and persistence. While the Division of Student Affairs continues to employ uncommon creativity and fiscal savvy to stretch every available resource, we have hit a point where maintaining the basic quality of services and programs is an acute challenge.

New federal mandates regarding Title IX, The SAVE Act, and the Clery Act have challenged all of higher education. The Division of Student Affairs has been tasked with leading and coordinating the University's efforts to meet all of the federal compliance requirements. UNA already had several efforts in place, and under the leadership of Tammy Jacques, Assistant Vice President for Student Affairs, new programs and procedures are being implemented that will ensure the University has in place a "best practices" approach to respond to and resolve issues of sexual violence and harassment. The challenges and mandates of Title IX will require significant new resources to ensure that the University is meeting its responsibilities and duty of care under the new regulations.

The Office of the Vice President, as well as individual Student Affairs departments, continue to work closely and collaboratively with the Division of Enrollment Management to develop, coordinate, implement, and evaluate programs, activities, outreach, and marketing efforts. These efforts are designed to enhance recruitment and retention efforts by enriching the learning environment for students both inside and outside the classroom. For example, the Office of Career Planning and Development has worked closely with the First Year Experience pilot program this past year by providing a career development and planning module. This collaborative effort has been very successful and helpful to students. However, the full implementation of the First Year Experience program next year will more than tax the current CPD staff. Two new staff lines have been proposed that will assist with career planning and experiential learning opportunities. The Division of Student Affairs understands and values the important role it has in advancing recruitment and retention and will continue to commit staff and resources each year.

The Office of the Vice President devoted a significant amount of time and energy this past year preparing the University to engage in the construction of two new residence hall facilities with a capacity of 764 beds primarily to house new freshmen. The project broke ground in July 2014. The first of the new residence halls will be completed for occupancy in August 2015 and the second will open later in the fall semester. These two new buildings and the new freshman residency requirement were designed to focus on the freshman year and engaging new students into the campus-learning environment. The response to these new residence halls has been very positive and the buildings are rapidly filling up. We believe the increase we are seeing in freshman applications is partly due to the new halls and their appeal to students.

Several renovations were completed this past year to accommodate department growth and expand services. The Guillot University Center went through several office changes and renovations this year. A new office suite was created for the Office of the Vice President for Student

Affairs to accommodate the Assistant Vice President for Student Affairs and Title IX Coordinator and the functions to support that effort. The Office of Student Conduct moved into the suite previously held by the Vice President, to expand needed space for hearings and staff. The old bookstore area will become a new Student Engagement Center housing all of the functions and services for student organizations and will include Student Government offices, Student Leadership Services, the Food Pantry, Greek Life, and an RSO Resource Room. Additional meeting rooms will be added in the former space of the Department of Entertainment Industry. Career Planning and Development will expand their suite to accommodate new interview rooms, an employer lounge, a career clothes closet, office spaces and career planning resources, including areas for students to work on their résumés and search activities.

The Office of University Events will move to a more visible area on the first floor to support activities and programs held in the GUC. The Office of Diversity and Institutional Equity will move from the Commons to a much more central and visible space in the GUC that will better serve students and their activities. The University Ombudsman is now housed in the GUC, which provides greater access and confidentiality. A space for Veteran Services will be developed on the second floor to begin the University's focus on the unique needs of veteran students and their families. A new Faculty and Staff Commons Room will be created on the first floor of the GUC as a location for faculty and staff to meet for lunch or special meetings.

The Division of Student Affairs has also gone through some reorganization and staff changes this year. The Department of Housing was moved under the Business and Finance area, while the functions of University Residences will remain under Student Affairs. Also, two department directors (Chief of Police and the Director of University Health Services) departed UNA this year, initiating national searches to fill these positions. The Chief of Police search has recently concluded and Kevin Gillilan, Chief of Police at the University of Pittsburgh at Greensburg, was selected as the next UNA Chief of Police. Chief Gillilan will begin his duties at UNA on July 1, 2015. Tammy Jacques was appointed Assistant Vice President for Student Affairs and Title IX Coordinator to lead the University's efforts to meet all new federal regulations relating to Title IX.

Just as the The University of North Alabama cannot be all things to all people, neither can the Division of Student Affairs. The ability of the Division of Student Affairs to effectively meet the opportunities and challenges before it will depend upon the continued development and implementation of a focused and limited set of strategic goals over the next five years, and the additional resources to reach those goals. We have been very creative and purposeful in spending our limited resources but we have reached a point in most areas where we will struggle to maintain services and programs at current levels. In some areas, without new resources, we may have to reduce services to students. The goals we will set as a part of our new strategic planning efforts will be focused, strategic, and directly support and enhance the University's Foundations of Excellence Strategic Goals 2014-2019:

- **Build and Maintain a Student Centered University**
- **Build an Enriched Academic Experience**
- **Enhance Programs that Distinguish the University**
- **Promote an Inclusive Campus Environment**
- **Support Regional Development and Outreach**

All of the successes and accomplishments we have had as a division are the direct result of the work, enthusiasm, dedication, creativity, and tenacity of the entire Student Affairs staff. I am honored and grateful to work with such talented and dedicated professionals who make a positive

difference in the lives of our students every day. The students of the University of North Alabama are truly fortunate to be served by such a talented, hard working, and passionate group of professionals.

I am also grateful for the support and efforts of the administration, faculty, staff, and students at UNA – so many of whom contribute to our efforts. I am especially grateful for the support and leadership provided by President John Thornell over the last year. He has always been a partner in developing an active and dynamic learning environment for students both inside and outside the classroom. I continue to be very grateful and appreciative of an enthusiastic, forward thinking, and supportive Board of Trustees and Executive Council. It is in this environment of support, collaboration, and cooperation that the Division of Student Affairs can flourish and best support the students at the University of North Alabama.

## **DEPARTMENT REPORTS**

Most of the initiatives contained in the Division's 2014-2015 Annual Action Plan were accomplished despite limited or no increase in funding. Moreover, the initiatives below represent very strategic thrusts and efforts of each department. In a period of fiscal restraint departments were directed to be very strategic and focused. Below are brief highlights from each department in the Division of Student Affairs. Full reports can be made available upon request.

The **Office of Career Planning and Development**, under the direction of Melissa Medlin, continues to provide students with high level programs and services that help them in all aspects of the career development process. The addition of a staff member this year dedicated to experiential learning opportunities increased both student and employer contact in this area by **110%**. The number of large employers coming on campus to recruit has increased. These companies include AMCOM, BCBS of AL, NASA, North American Lighting, Navistar, Freightcar America, and TVA. CPD staff participated in the First Year Experience pilot program this year. This involvement significantly increased opportunities to share career planning and development information and resources with new students, that resulting in a **27%** increase in both classroom presentations and undecided/student assessment appointments. CPD redesigned the education recruitment event for teacher education students in collaboration with College of Education and Human Sciences and hosted both a fall and spring event with 15 school systems in attendance at each event. A Social Work Mock Interview Day was held in spring 2015 in partnership with the Department of Social Work.

**Disability Support Services**, under the leadership of Dr. Mary Bowers, continues to grow and serve more students and faculty each year. The caseload for this office continues to be one of the highest on campus. The location of this office on the first floor of the GUC continues to be very positive, and has provided greater access to services by students. As noted in past reports, this office must engage in the active forecasting of issues and concerns that relate to ADA Law and disabilities to keep the University in the forefront of compliance and best meet the needs of students with disabilities. The DSS office has had another solid year. However, staff fluctuations have limited some services and reduced the timeliness of some others. With the assistance of the Office of the Vice President for Student Affairs, a new full time DSS Coordinator will be hired to replace two half-time graduate assistant positions, creating a more stable staffing level. Having another professional person in the office is necessary to meet the needs of students and the University in regards to ADA and the ADA Amendments Act. Darlene Crowden, the administrative

assistant for the department, was able to produce alternative texts (more were produced in this office for FY15 than were outsourced in the past five years) in a timely manner and at a reduced cost.

DSS had a 5% increase in initial appointments (up from 94 to 99 this year). However, due to staff turnover they were not as successful in providing as many individual services to students and did not provide any group transition services, as they did in past years (a 4% decrease in individual appointments; the previous year there was a 28% increase). In addition to the decreases noted, other areas that were not as effective this year include: response time, especially in high volume periods; less sustained assistance towards academic persistence; fewer workshops; and lack of meeting the goal of assessing department effectiveness. The addition of the new full-time DSS Coordinator should reverse these concerns during the 2015-2016 year.

DSS maintained a very positive relationship with the campus community as evidenced by faculty referrals, requests for consultation, and cooperation with students. Fewer students tested with the office, with many saying that their professors were providing the testing accommodations.

The **Office of Student Conduct and Student Affairs Assessment**, under the leadership of Dr. Kimberly Greenway, marked its sixth year of operation as a dual-purpose office. The functions of the office include the administration the University's Student Conduct system and ongoing assessment of all Student Affairs functional areas, programs, and services. The information collected is used to create data driven strategic decisions. Major accomplishments this year include successfully implementing recommendations from the National Center for Higher Education Risk Management (NCHERM) to Student Conduct policies and procedures and the revision of the full Code of Student Conduct; the Director of Student Conduct was trained and certified as a Title IX Deputy Coordinator; CLERY training was implemented for all conduct staff members; the Community Emergency Response Team (CERT Team) increased total team members to 35, and participated in local and regional emergency drills in collaboration with UNA Police and Lauderdale County EMA; the lead investigative role in Title IX cases was successfully transitioned to the new Assistant VP for Student Affairs, and assistance was provided with addressing new Title IX, SAVE, and VAWA guidelines, including new freshmen participation in Haven, an online course addressing sexual harassment and assault, and other forms of sexual misconduct; and annual training was implemented for the Advocate Software for Conduct officers and CARE Team members.

While the concept of providing both Student Conduct and Assessment out of the same office was appropriate based on the interest and expertise of Dr. Greenway, it was not as successful as we had envisioned. Student Conduct cases and the recent changes to Title IX have demanded the lion's share of her time. This coming year we will be restructuring the reporting line within Student Conduct and University Residences so that there is a direct reporting line from hearing officer(s) in University Residences to Student Conduct. This transition should allow the Director of Student Conduct to more appropriately plan for the full restructure and separation of the Office of Student Conduct and Student Affairs Assessment into separate offices by summer 2016. Although this transition will not immediately require additional funding, a long-term plan for funding should be developed that reflects the needs of each department (Student Conduct and Student Affairs Assessment) related to office space, staffing, and budgets. Additionally, a comprehensive plan for adjusting staff duties, including a timeline, will be developed before the fall 2015 semester and evaluated throughout the 2015-2016 academic year.

The **University Police Department**, under the direction and leadership of Interim Chief Mark Parker, continues to provide a high level of safety and security coverage for the campus. Chief Parker has done an outstanding job leading the department after the retirement of Chief Robert Pastula. Chief Parker's demeanor, expertise, communication skills, and professionalism brought stability and continuity to a department in transition. Chief Parker's contributions to the campus were exemplary. He will continue to serve the department in a command position and assist the new chief when he arrives and help take the department to the next level of excellence.

UNAPD has maintained a strong partnership with Lauderdale-Florence EMA and the community by developing a UNA Community Emergency Response Team (CERT), to train and educate the community on how to work with emergency services in crisis situations.

All officers have been trained in NCIC and LETS certification, all patrol vehicles have computers mounted in them and are capable of running criminal justice based programs. The UNAPD has also upgraded its tactical capabilities and has purchased new patrol rifles for each of the police vehicles to aid in active shooter response.

The UNA Police Department's Public Safety Training Institute continues to be a premier public safety training facility in the state of Alabama, providing training resources for police, fire, medical and schools throughout the state. Some of the most notable training deals with active shooter prevention and response with K-12 facilities, and the new partnership with the North Alabama Chiefs of Police in providing the master/senior officer certification program. The UNAPD has three ALERT certified training instructors (Advanced Law Enforcement Rapid Response Training) that travel the state of Alabama in cooperation with the Alabama Department of Public Safety, providing the latest innovative response training to agencies statewide.

The UNAPD has partnered with the district attorney's office to support the new One Place, a family justice center for the Shoals area that provides a one-stop shop of support for victims of sexual and domestic violence. UNA has placed an officer/investigator at the center and supports the programs and services provided by the center. Some UNA students have used the center and our officer has been helpful in supporting them and connecting them to campus services and support. The department continues to have a female officer assigned to serve as the department's sexual assault investigator. This officer provides a single point of contact for sexual assault investigations, and ensures consistency in the investigation of all reports of sexual assault made to the department. This investigator is also working on End Violence Against Women certification to further enhance her skills and the department's commitment to conduct aggressive and thorough sexual violence investigations leading to arrests and convictions.

This was the third year of operation for the University's police bomb detection unit. This unit serves all of North Alabama and the outlying region as needed and requested.

The UNAPD had been very involved in advocating for security cameras in key locations on campus to help increase security and deterrence. Phase one of this project will begin summer 2015.

The University Police Department is in need of equipment upgrades, resources, and personnel to meet the needs of a growing and active university campus. Given the addition of several new buildings and satellite locations where UNA provides educational and learning activities, the University Police department is stretched on personnel to adequately patrol and support the expanded needs of the campus. Some officers have to work by themselves on shift due to vacations or sick days for officers. This is not a safe situation for the officers and does not provide adequate

police coverage. Also officers are accruing significant overtime and comp time overruns by covering multiple campus activities and patrol duties. The addition of at least two new officers will help to alleviate several of these pressures. Likewise, the reserve officer program should be expanded to provide some additional officer coverage.

The **Office of Student Engagement**, under the direction of Tyler Thompson, has enjoyed another successful and productive year. The Office of Student Engagement includes the areas of Leadership Development, Registered Student Organizations (RSO), Volunteerism and Service Learning, Student Media, Greek Life, and Student Activities. Highlights for the year include:

- 2014-15 Sorority membership increased by 11% from the previous year. There were significantly fewer risk management issues from both sorority and fraternity chapters. Greek Life went back to the basics, establishing consistency in leadership and values-based recruitment.
- Three of our fraternities achieved an overall chapter GPA of 3.0 or better.
- There were three alternative spring break trips sponsored this year (Washington D.C., New Orleans, and Haiti), with a waiting list for participation. More trips are planned for next year due to an increase in student interest.
- Student Engagement began the Student Leadership Consultant Program to support and assist our registered student organizations and help them become more active and viable.
- The Student Government Association elections had the highest voter turnout in several years with 14% of the student body voting (up from 3% from 2014). Every executive office was contested and two required run-off elections.
- SGA led the effort in several campus beautification projects, including the development of on-campus map kiosks, campus benches, and a cleanup of the amphitheater.
- The University Program Council (UPC) began a new homecoming tradition with a stellar student turnout at the homecoming bonfire.
- The UPC planned over 20 weekend events throughout the year that had no less than 100 students participating in each (up from 7 total in 2012).
- UPC significantly surpassed the 1600 person spring concert attendance with a record 2700 people attending this year.
- Weekend programming for campus has significantly increased thanks to the commitment of all three branches of SGA. While 2013-14 records were corrupted due to office flooding, there has been a 300% increase in weekend programming from UPC alone. All of these events had attendance above 100. In 2012, every member of SGA believed that tailgating, Step Sing, and Miss UNA were the only SGA/UPC programs that students would attend on the weekend because this was "a commuter campus." In 2014 -15, every movie night and every major event, including step show and the spring concert, occurred on the weekend. Freshman Forum also planned multiple events for the freshman class on weekends.

The **Office of University Residences**, under the leadership of Dr. Kevin Jacques, has been active this year in continuing to improve the on campus living experience of residence hall students. The new residence halls are fully under construction and have been well received by new students and their families. The first building, Mattielou, will open in August 2015 and is full. The second building, Olive, will open later in the fall and is at 50% capacity and all indications are that it will be full by the time it opens. We have also had a tremendous response from returning students wanting to live on campus. We are on track to have the highest number of students living on campus in the history of the University. We will need to begin discussions and planning this

summer (2015) on Phase II of our residence hall construction plan. All of the freshmen living in our new residence halls this year will have to move to older halls with less amenities as they matriculate. This situation may be a deterrent for students continuing to live on campus. We know from research that the longer a student lives on campus the better they do academically and the more likely they are to graduate. Dr. Jacques has been instrumental in the development, planning, staffing, occupancy management and transition of the entire residence halls system.

Additional major accomplishments include:

- 690 individual prospective student tours occurred in the 2014-15 academic year. This is up from 573 in 2013-2014
- Over 700 prospective students toured in large groups and on weekends
- 546 total programs were completed, up from 455 total programs in 2013-2014
- All programs revolved around one of the department's core values
- Topics included, leadership involvement, safety and security, healthy living, various philanthropic, multicultural/diversity issues, school spirit, academic success, social, community involvement (volunteer at First Fridays or in a soup kitchen) volunteering), gender issues
- 2014/2015 cumulative GPA average for U Res student staff members was 3.28 in the fall and 3.39 in the spring
- Seven staff members made a semester GPA of 4.0 in the spring 15 semester
- 22 out of 29 staff had a 3.0 or above GPA in the spring 15 semester
- Freshmen (by credit hours) who lived on campus had a higher GPA compared to those freshmen who lived off campus in both the fall and spring (fall, 2.52 for on campus and 2.42 for off campus) (spring, 2.20 for on campus and 2.05 for off campus)
- Sophomores (by credit hours) who lived on campus had a higher GPA compared to those sophomores who lived off campus in both the fall and spring (fall, 2.68 for on campus and 2.66 for off campus) (spring, 2.89 for on campus and 2.61 for off campus)
- Juniors (by credit hours) who lived on campus had a higher GPA compared to those juniors who lived off campus in both the fall and spring (fall, 2.95 for on campus and 2.79 for off campus) (spring, 3.04 for on campus and 2.81 for off campus)
- Seniors (by credit hours) who lived on campus had a higher GPA compared to those seniors who lived off campus in both the fall and spring (fall, 3.12 for on campus and 3.03 for off campus) (spring, 3.19 for on campus and 3.07 for off campus)

- 2,462 students checked into the FOCUS Success Center in Rivers Hall, up from 1,316 students in 2013-2014
- 3,293 study hours were accounted for, up from 1,243 study hours in 2013-2014
- Tutoring services including history, biology, and chemistry were provided, in addition to the current Math Learning Center and Writing Center assistance.
- Offered Portal and Angel workshops in the fall

**Recreational Sports and Fitness**, under the direction of Jim Eubanks, continues to enjoy success and growth by providing a variety of recreation, fitness, and outdoor adventure activities for students. The Student Recreation Center purchased new selectorized weight machines, replacing machines that were over 11 years old. New decks were installed on six of the older treadmills. The Center acquired additional square footage for expansion of its fitness center space. This gain in fitness space also provided a gain of an additional half court in the gymnasium as a result of relocating cardio equipment in the newly expanded fitness center space. The SRC also redesigned the main lobby for more efficient traffic flow. The SRC staff this year began a review of all policies and procedures and will benchmark its policies against other universities to establish best practice policies and operations.

#### Participation Synopsis – General Overview

##### 2014/15 Academic Year

##### Student Recreation Center

Unique Users Fall 2014	Male = 1,199	Female = 848	Total = 2,047
Unique Users Spring 2015	Male = 1,279	Female = 986	Total = 2,265
Unique Users Fall/Spring	Male = 1,643	Female = 1,232	Total = 2,875
Visits Fall 2014	Male = 15,300	Female = 6,106	Total = 21,406
Visits Spring 2015	Male = 17,705	Female = 8,970	Total = 26,675
Visits Fall/Spring	Male = 33,005	Female = 15,076	Total = 48,081

##### Intramural and Club Sports

Team Sports Fall 2014 - # Teams	Male = 46	Female = 23	Co-Rec = 15
Team Sports Spring 2015 - # Teams	Male = 34	Female = 16	Co-Rec = 11
Team Sports Fall/Spring - # Teams	Male = 80	Female = 39	Co-Rec = 26
Team Sports Fall 2014 - # Participants	Male = 538	Female = 263	Co-Rec = 174
Team Sports Spring 2015 - # Participants	Male = 316	Female = 141	Co-Rec = 111
Team Sports Fall/Spring - # Participants	Male = 854	Female = 404	Co-Rec = 285
Team Sports Fall 2014 - # Games	Male = 116	Female = 57	Co-Rec = 35
Team Sports Spring 2015 - # Games	Male = 89	Female = 42	Co-Rec = 31
Team Sports Fall/Spring - # Games	Male = 205	Female = 99	Co-Rec = 66
Club Sports --- # Members	Rugby = 30 Bass Fishing = 35 Women's Volleyball = 32		Men's Soccer = 28 Outdoor = 15

##### Outdoor Adventure Program

Outdoor Adventure Center --- # Visits	Fall 2014 = 360	Spring 2015 = 379
Trips --- # Participants	Fall 2014 = 90	Spring 2015 = 80
On Campus Activities --- # Participants	Fall 2014 = 260	Spring 2015 = 200
Educational Programs --- # Participants	Fall 2014 = 115	Spring 2015 = 42

**Student Counseling Services**, under the leadership of Lynne Martin, had another year of growth and challenge. The growth and development of the Student Counseling Center is a primary goal for the Division of Student Affairs. The number of counseling staff in the Center was inadequate to meet the preferred standard ratio for counselors, as recommended by the International Association of Counseling Services (IACS), at **1:1200-1500** students. In 2012-13 the number at UNA was **1:4500**. An increase in the student wellness fee was implemented to provide some of the funds needed to grow this very important resource for students and the University.

As a result of an increase in the student wellness fee two licensed counselors were added to the SCS Staff during fall 2014. One of the counselors is also serving as the case manager for UNA's C.A.R.E. Team (behavioral intervention team). A third 10-month counselor joined the Center in January 2015. The Center has also continued contracted counselor hours to supplement full-time staff hours. The addition of these new positions has greatly increased services to students, reduced wait time to see a counselor, and has enabled the department to be more proactive in assisting students through outreach programs. The Center successfully collaborated with the Department of Counselor Education and housed a Masters level Intern during fall 2014 and spring 2015.

However, sadly the demand for staff time has already filled the caseloads of the new staff. Many of the students who came to the Center have increasing emotional and mental health issues. Some of the counselor's work is to help students build or strengthen life (mostly adjustment/transition issues) and relational skills, but many students present with severe and chronic emotional and mental illnesses that require long-term therapy, supportive outreach, and extensive case management by the counselor which ties up counselor time and leads to caseload and schedule backlog. We also have students with diagnoses such as Asperger's Syndrome, Tourette's Syndrome, impulse control disorders, or are dealing with psychosis (hallucinations, delusions) or chronic suicidality, and those with traits of personality disorders. The presence of these issues are often very time consuming, complicating caseloads and management issues to an even greater degree. The chart below outlines the nine most prevalent diagnostic categories from new intakes seen between 06/01/2014 and 05/18/2015.

DIAGNOSIS	%
Adjustment Issues	33
Mood D/Os	20
Anxiety D/Os	18
Relational Issues	8
Alcohol/Other Drugs	6
Grief	5
ADHD	4
Sexual Abuse	1
Psychosis	1

For 2014-15, the FTE of .75 provided by the MA intern contributed 56 intakes, 286 individual hours with students. The MA intern completed 6 of the 17 walk-in intakes and 10 of the 26 crisis interventions. Generally speaking, the availability and individual abilities of MA interns are not consistent and, as such, cannot be relied on for regular clinical needs of SCS, so the addition of another full-time counselor must be considered in the near future. Current SCS staff size available for counseling time with students & programming is approximately FTE=3 and represents a staff to student ratio of 1:1972 for fall 2014 and 1:1799 for spring 2015. This ratio is still not at the standard of 1:1000-1500 range as prescribed by the IACS accrediting board. With the addition of the clinical time (+FTE of 0.75) offered by the masters level intern in the fall 2014 and spring 2015 semesters, the staff/student ratio falls to 1:1578 for FA14 and 1:1439 SPR15. Additional staffing of at least one full-time counselor is needed for the SCS to be at optimal staffing per IACS guidelines.

In addition, the current staff size continues to limit staff time to accommodate walk-ins, crisis intervention, and consultation telephone calls, as well as availability for planning, coordinating, and implementing proactive programming, campus-wide activities, faculty/staff training offerings, and collaborative efforts with other UNA departments, and community resources.

## Student Counseling Services Statistics Comparison

SERVICE	2013/2014	2014/2015	Change	(Intern)
Intake Appointments	179	240	+61	56
Psycho-Ed Groups	31	61	+30	6
Individual Counseling	1120	1397	+77	286
Walk-In/Crisis Intervention	20	43	+23	9
Campus-Wide Activities	14	18	+4	3
Supervision Given	0	49	+49	
Treatment Team / Planning	19	31	+22	
New Psychiatric Evals	59	59	+0	
Follow-Up Med Monitoring	111	165	+54	
CARE Team New Reports (51 issues identified)		29		
CARE Team Ongoing Cases = 10				

Sources: SCS Titanium Schedule / ADVOCATE

**University Events**, under the leadership of Bret Jennings, has had another good year. Major accomplishments include the addition of new window blinds in the Loft, GUC 200, and the banquet halls; a 5% increase in the usage of the GUC Game Room; the addition of a senior administrative assistant (improved front lines); the Director attended a study abroad trip to Tanzania Africa; the Events Coordinator received a title change and increased responsibilities to better serve the needs of the department and events held on campus; a part-time staff person was hired to support the tech needs of Norton Auditorium; and the Technical Director and tech staff of Norton won Best Set for All Miss Alabama Preliminary Pageants in the state of Alabama for their design of the 2014 Miss UNA Set. Annual events and community event rentals were added, such as Research Day and the Big Deal. University Events continues to play a major role in assisting and implementing large events on campus, hosted by the University and the community. There is an urgent need to restore lost funding for the University Mailroom. A salary overage line of \$11,000 that was used in the past to help cover operating and contract costs of the mailroom was removed this year to help cover the University's budget shortfall. The mailroom serves the entire campus and may have to reduce services or operation times if funding cannot be restored.

**Title IX and Summer Orientation and Registration (SOAR)**, under the direction of Tammy Jacques, has had a year of transition and challenge. Tammy assumed the new role of Assistant Vice President for Student Affairs and Title IX Coordinator in August and has done an outstanding job leading this effort and helping the University meet new federal requirements and mandates. Her efforts have resulted in several important advancements in this area, including the development of the Title IX Advisory Board, implementation of Mandatory Reporting training for UNA employees, utilization of three faculty members to facilitate the Student Campus Climate Survey, implementation of the Title IX syllabus language, and the collaboration with various entities to put forth a One policy/One Procedure (1P/1P) document to Shared Governance. Funds were secured to renew Alcohol Edu and implement Haven, a program addressing Title IX issues. She is partnering with the First Year Experience (FYE) program to develop a plan using Haven and other educational materials to introduce Title IX issues into the classroom.

One of the most pressing issues for Title IX is the implementation of the 1P/1P policy through the Shared Governance process. Due to the federal mandates, there needs to be swift movement on this to move it through the Shared Governance process. The policy development was delayed this past year trying to get input from the legal perspective. In addition to the 1P/1P policy, if current federal legislation goes through, all universities and colleges, including UNA, will need to potentially hire a sexual assault advocate on campus who does not report through the Title IX Coordinator, due to possible conflict of interest.

It would also be helpful as we implement new federal requirements to be able to hire a professional staff member to do education and prevention. This could be a great collaboration between the Title IX Coordinator and Health Services, whereby that staff member could do proactive education around sexual assault, bystander intervention, and health and wellness issues.

SOAR has had another great year. The first graduate student orientation was implemented for fall and spring semesters to supplement what the academic departments are currently doing. The numbers of students participating in summer 2015 SOAR are up over last year indicating a potential increase in new students.

**University Health Services**, under the leadership and direction of Dr. Kyrel Buchanan, continues to see an increase in the utilization of its services and programs. The department has had a very good year and is seen as an important service for both students and staff. Major accomplishments include:

- UHS ended FY 2014 with an approximate \$95,000 reserve after commencing FY 2014 with an approximate \$30,000 reserve. This was made possible by a mixture of additional revenue and deliberate efforts to decrease personnel and supply costs, while maintaining high-quality patient care.
- University Health Services, in collaboration with Facilities Administration and Planning, Business and Financial Affairs, and Human Resources coordinated and implemented the inaugural Hepatitis B Vaccination program.
- In addition to creating separate sick and well waiting rooms, the UHS sick waiting room was renovated to enhance infection control efforts (e.g. removal of carpet and fabric chairs that trap dirt, allergens, bodily fluids) as well as to enhance the aesthetics of the waitingroom. The new waiting room has hardwood floors and antimicrobial chairs that can be easily disinfected.
- UHS improved its marketing efforts by developing consistent messaging and disseminated this information to campus. For example, UHS developed the 5Cs of Care: Competent, Confidential, Compassionate, Convenient, and Cost-friendly. The 5Cs of Care are now integrated throughout all marketing materials and efforts. The student brochure was revised and a new brochure specifically tailored to faculty and staff was created. Information from the brochure is also included on the UHS website. The website is constantly under review and updated when necessary. UHS also continues to review, amend, and improve its social media presence. Its Facebook page is regularly updated and most recently, Twitter (#unahlthservices) and Instagram accounts were established. Additionally, UHS increased the number of presentations provided to the campus community, which expands individual health knowledge, but also serves as a marketing tool.
- In 2014, Ebola re-surfaced as a world-wide epidemic. In efforts to be prepared for Ebola, UHS staff participated in relevant conference calls with the Centers for Disease Control and Prevention (CDC), spearheaded the campus response, coordinated efforts with the local health department, attended Ebola training, and purchased appropriate Personal Protective Equipment (PPE).
- UHS provided 950 flu shots through campus vaccination clinics and during individual visits to the facility.
- UHS coordinated with campus departments and student groups throughout the academic year to provide a range of services. These areas included University Athletics; Office of International Affairs; the College of Nursing; the Department of Health, Physical Education, and Recreation; Presidential Mentors Academy; Learning Communities; Student Government Association; Greek Affairs. Specific numbers and services are outlined below.

- 271 Athletic physicals
- 116 Tuberculosis Evaluations for International Students
- 90 Nursing Physicals for the College of Nursing
- 21 Tuberculosis Evaluations for the Department of Health, Physical Education, and Recreation
- 90 Health Examinations for Study Abroad participants
- 100 students received “Healthy Holiday kits”—an collaborative event with SGA
- 60+ students attended the presentation—“Yours, Mine, & Ours”—a collaborative event sponsored by Alpha Phi Alpha Fraternity, Inc. and Delta Sigma Theta Sorority, Inc.
- 240-300 sorority members attended Sun Safety/Awareness presentations, a collaborative event with Panhellenic sororities.

- A draft Immunization Policy was developed based upon the following process:

Step 1 UHS staff reviewed the American College Health Association’s guidelines/recommendations, Centers for Disease Control and Prevention’s recommendations, and immunization policies at universities across the state.

Step 2 Follow-up phone calls were made to universities for further information and implementation details.

Step 3 Immunization and implementation recommendations were synthesized.

Step 4 An immunization policy was drafted in consultation with UHS Medical Director.

Step 5 UHS Director met with the Admissions director (whose office will be on the front lines of implementation) throughout the process regarding implementation.

Step 6 UHS Director presented draft to VP of Student Affairs.

Step 7 VP of Student Affairs reviewed draft policy.

Step 8 Final revisions to policy will be made by May 31, 2015, and disseminated through appropriate channels to relevant stakeholders. It is proposed that the Immunization Policy (requiring certain immunizations for entering students) be implemented starting summer 2016.

- UHS served as a training facility for several future health professionals. Specifically, UHS served as a clinical site for UNA’s RN students (fall 2014 and spring 2015 semesters) and nurse practitioner students (from the University of Alabama-Huntsville, University of Alabama at Birmingham, Catholic University of America).
- In May 2015, the director of University Health Services conducted site visits with 4 student health centers across the state: University of South Alabama, Auburn University, The University of Alabama, and University of Alabama at Birmingham. Agenda items included: Overall structure and how various departments work interdependently; construction/development of a layout for a new facility & funding recommendations; most utilized services; proven strategies for maintaining/increasing utilization; revenue generation strategies; immunization policy and submission process for documentation; electronic health record software; data collection and tools utilized (e.g. health behaviors, patient utilization trends, etc.).

- UHS assessed its QI/QA efforts and identified strengths, weaknesses, and opportunities for improving the quality of care that UHS patients receive. Current QI/QA efforts include developing and/or implementing student and employee utilization and satisfaction surveys, as well as clinical efforts such as chart review, instrument safety assurance, AED monitoring, diagnostic, lab, and referral follow-up, medication safety, and safe waste disposal. Policies and procedures are also reviewed annually and updated as needed to continually ensure compliance with standards of care.
- Staffing is continuously reviewed by the UHS director, in coordination with UHS staff and the VP for Student Affairs to ensure the appropriate staff composition. In 2014–2015, 100% of front office personnel were retained; one nurse resigned and one was hired; one full-time nurse practitioner/clinical coordinator was hired; Dr. Patricia Auxier increased her time at UHS from 1 day a week to 1.5 days per week.
- UHS staff interviewed and hired 5 PRN nurses on a contractual basis to provide additional clinical coverage when needed. Prior to this change in 2014–2015, there was 1 PRN nurse.

## Challenges and Concerns

The Division of Student Affairs has been creative and purposeful in spending our limited resources, but we have reached a point in most areas where we struggle to maintain services and programs at current levels. Without new resources, we may have to reduce services to students. Our needs and challenges are similar to those of our colleagues across the University – personnel, financial resources and facilities.

### Personnel

Several areas are in need of additional staff to meet a growing demand from students to expand services, to meet new federal mandates, and/or to maintain a safe and secure campus. Critical areas include Student Counseling Services, University Police, Title IX, Career Planning and Development, and Student Engagement. The Division will develop a detailed strategic priority plan for addressing these staffing needs this coming year, as well as exploring ways to deliver core services with less staff.

### Financial Resources

This is not a unique need from that of other divisions within the University. However, it is important to keep the “out-of-class” needs of students in our thinking and planning. There is a need for an infusion of new operating funds for all departments within Student Affairs. These funds will be used to replace aging equipment, expand resources for students, fund new programs and services, and meet the unfunded mandates of federal regulations.

### Facilities

There is an urgent need to address facility issues in Student Affairs. A new permanent home for the Student Counseling Center appropriate for their needs must be found. Their department is split between two off-campus houses which creates a number of logistical and safety issues. This is a top priority for the division. There is also a need to address aging sound and lighting systems in Norton Auditorium and the GUC performance center and banquet halls. A strategic priority list of facility needs will be developed as a part the division’s new strategic plan.