



ANNUAL REPORT 2016-2017

DIVISION OF STUDENT AFFAIRS
University of North Alabama

June 7, 2017

TABLE OF CONTENTS

Vision, Mission, Core Values of the Division	3
Introduction	4
Department Executive Summaries	5
Department Significant Accomplishments	12
Challenges Going Forward	22

DIVISION OF STUDENT AFFAIRS ANNUAL REPORT 2016-2017

VISION

Developing Leaders, Inspiring Success

MISSION

Student Affairs promotes lifelong development, healthy living, leadership, integrity, employability, and civic responsibility in a global society.

CORE VALUES

As professionals committed to students, Student Affairs staff members exhibit the following core values:

Integrity – We adhere to professional standards of personal, academic, and intellectual integrity.

Community – We embrace the diversity of cultural backgrounds, personal characteristics, and life situations represented in this community.

Social Justice – We value and inspire a just and equitable environment for the free expression of ideas, opinions, thoughts, and differences in people. We understand that our actions serve as an example to students and therefore we challenge actions that may be harmful to and/or diminish the worth of others.

Respect – We display respect for the rights and dignity of all.

Responsibility We, the staff of UNA Student Affairs, exhibit a high level of responsibility to self, to others, and to the community.

WE ARE EPIC

(ENGAGED, PREPARED, INVESTED, COLLABORATIVE)

INTRODUCTION

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 2016-2017. The priority initiatives pursued during the 2016-2017 academic year were taken from the *Division of Student Affairs Strategic Plan 2015-2020*. 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 a successful year filled with many accomplishments and challenges. The list of accomplishments attached is the direct result of the hard work and dedication of an extraordinary group of individuals that make up the Division of Student Affairs. The staff within Student Affairs is talented, enthusiastic, professional, and goes above and beyond the expected. The students at the University of North Alabama are truly fortunate to be served by such a talented, hardworking, and passionate group of professionals.

As has been noted in past Division Annual Reports, the breadth and depth of our success is only limited by the availability of resources, both physical and financial. The accomplishments by the Division are a product of hard work, creativity, cooperation, collaboration, and persistence. The Division of Student Affairs will continue to employ uncommon creativity and fiscal savvy to stretch every available resource to best serve students. However, there are several areas where maintaining the basic quality of services and programs is an acute challenge. In some areas the needs are immediate. These challenges are amplified as enrollment increases and the University expands its physical footprint away from the main campus.

Higher education, as well as the University of North Alabama, will face unprecedented challenges and opportunities in the years ahead. The Division of Student Affairs will continue to work with all of our colleagues to find and employ new and meaningful ways to engage students inside and outside the classroom that will make the University of North Alabama a healthier, stronger, and more student-centered university. WE will do this by:

- Meeting and exceeding professional standards for each of our departments.
- Providing programs and services that prepare students for lifelong civic engagement, wellness, social responsibility, and global awareness.
- Developing new and innovative strategies for funding, branding, and marketing our division to all constituencies of the university community.
- Developing and implementing intentional collaborations and partnerships with our academic colleagues to enhance learning.
- Providing accessible, modern facilities and technology for all Student Affairs departments.
- Establishing a culture and commitment to professional development at all levels of the division and with the students we serve.

Our Division motto, “***We are EPIC***” (**Engaged, Prepared, Invested, and Collaborative**), is a call to action and institutional leadership. It reminds us collectively and individually that we are to be active participants in the complete life of the University, and that we have a responsibility to contribute to the University's mission and success every day. Most importantly we have the opportunity to impact and change the lives of students who will change the world.

DEPARTMENT EXECUTIVE SUMMARIES

During the 2016-2017 academic year all of the departments in the Division of Student Affairs underwent an extensive administrative program review as part of a university-wide administrative and academic program review process. These reviews provide more extensive information on Student Affairs departments than will be listed in this report. The summaries that follow will highlight significant accomplishments for 2016-2017 and challenges as we move into 2017-2018.

The Office of **Disability Support Services (DSS)**, led by Dr. Mary Bowers, experienced a 33% increase in appointments, a 27% increase in scheduled appointments, a 38% increase in alternative testing requests, and a 31.3% increase in walk-in visits. The DSS Office worked with 320 individual students requesting accommodations. They updated and expanded their web page to create a more informative and educational listing of services. They continue to be challenged in working with students with severe disabilities. These students require more time and resources to fully meet their needs. DSS has been very creative and proactive in working these students, resulting in academic success at UNA. As demand for services and accommodations increases, staffing patterns and support will need to be addressed to remain compliant with ADA requirements. A challenge for this office next year will be the hiring of a new director. After many years of outstanding service, Dr. Bowers is retiring. She has agreed to stay connected to UNA as a consultant until the end of 2017 to help transition the new director and to work with students and on special projects.

Student Counseling Services (SCS), led by Lynne Martin, had another record-breaking year in terms of students served. True to reports from college counseling centers nationwide, SCS continues to see and monitor students with increasingly severe emotional and mental health issues. The staff help students build or strengthen life and relational skills (mostly adjustment/transition issues), 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. They continue to see students with diagnoses such as Asperger's Syndrome, Tourette's Syndrome, Impulse Control Disorders, or are dealing with psychosis (hallucinations, delusions) or chronic suicidality, as well as those with traits of personality disorders. The presences of these issues are time-consuming and complicate caseloads and management issues to an even greater degree.

SCS has added new two new counselors and some contract counselor hours but are still below the International Association of Counseling Services (IACS) counselor-to-student recommended ratio of 1 to 1,000-1,500 students. Our current ratio of counselor-to-students is 1 to 1,836. Staffing for the center is reliant on the student wellness fee. The wellness fee, which is still one of the lowest in the state and region, supports University Health Services, Disability Support Services, and Student Counseling Services. The current funds collected from the fee is taxed, and limits needed growth in all offices, especially Student Counseling Services. There is a need to direct some University E&G support, as well as increase the wellness fee, to support the acute needs in these critical service areas.

In addition to, and equally important is, the need for a new location for the Student Counseling Center. Currently the staff are divided between two houses located behind Kilby School on Oakview Circle. This split causes logistical, financial, and safety problems for students and SCS staff, and an adequate, unified facility is needed to solve these problems. On afternoons when the Psychiatric Nurse Practitioner from Riverbend meets with student-patients in the 555 house, other direct (counseling) services to students are limited. Neither house is ADA Compliant. Counselors must travel across campus to borrowed offices in the GUC to accommodate students with physical limitations who need individual counseling. SCS also has no space to accommodate regular therapy groups, no student computer access to expedite the intake process or provide access to online support programming, and no additional offices to house master's level interns. The acquisition of a new space for Student Counseling Services will be a primary goal for 2017-2018.

Housing Facilities Management/Office of Housing and Residence Life (HFM), led by Audrey Mitchell, has done an excellent job maintaining residence halls, apartments, and related facilities in good condition. Beginning summer 2016, all of the cluster halls were transitioned to nine-month contracts. The cluster residence halls that include Hawthorne, Covington, Appleby East, and Appleby West are now empty during June and July. During summer 2016, staff removed the carpet in the TV lounges in all four cluster halls and replaced it with Centiva flooring. During summer 2017, staff will continue the renovation by replacing the VCT tile in all of the center lobbies with tile that does not require a strip and wax process. This renovation work will ensure that the buildings will remain marketable and attractive for years to come. It will also help with cleaning and upkeep time for the staff.

University apartments continue to be popular with students. The decision to partner with Sak Co. to manage the Grandview Campus Place apartment complex has continued to be a good one from a Housing Facilities Management Office perspective. The students love this new addition to the apartments that are offered through the University and it aids in marketing and drawing students to tour our facilities. The current university apartments have always been popular and produce good net income. HFM experienced an average of 91% occupancy for all three apartment complexes for the fall and spring semester. The only complex to drop below 90% in the spring 2017 semester was the single-level complex.

While keeping the University's facilities clean and repaired, HFM staff are challenged to meet increasing programming and deadlines that impact cleaning and maintenance schedules. With the opening of the new residence halls in 2015-2016 and the University's academic calendar continuing to expand to year-round class offerings, there is limited downtime for staff to turn over residence halls and apartments at the close of spring semester and start of summer semester. Also, with over 500 rooms to clean/shampoo carpet and strip/wax tile, as well as paint, replace damaged furniture and perform preventive maintenance in time for Maymester, regular summer classes, and camps which start the first week in June, there is very little time to ensure everything is completed to the standard and timeliness required. Efforts will be undertaken this coming year to develop procedures and processes to address this challenge.

University Residences/Office of Housing and Residence Life (UR), led by Dr. Kevin Jacques, continues to see record numbers of students living in the University's residence halls. Fall 2016 brought the largest number of students living on campus in the University's history with over 1,400 students, including over 800 freshmen. With 25% of the undergraduate population living on campus, the University has become a stronger and more vibrant residential campus. The increase of on-campus residential students has had a positive impact on all areas of the University and student life. The new residence halls for freshmen continue to be popular. The contracts for freshman women in these halls were claimed before the end of the spring 2017 semester, and a waitlist from Rivers Hall has been developed. Likewise, contracts for freshman men are nearly full for fall 2016. There has been an increase in the number of students deciding to remain on campus for a second year. These are encouraging signs and indicate that students are enjoying their on-campus experience.

The UR staff conducted 881 individual tours with prospective students and their families during 2016-2017, an increase of 15% over 2015-2016. Likewise, over 1700 prospective students toured the residence halls on seven Saturday tour events. Staff also conducted over 476 educational programs in the residence halls during 2016-2017.

A smart classroom has been developed in Covington Hall to provide opportunities for select classes to be offered in the hall. Furniture for the room has been ordered and technology is scheduled to be installed this summer so that the classroom is functional and ready for fall 2017. Work has begun on the development of a Faculty Fellows and Faculty in Residence program. Faculty Fellows are faculty members assigned to a specific building to collaborate with UR staff in bringing educational outreach opportunities to students. Faculty in Residence is where a faculty member lives in the residence hall and are provided an apartment at no cost and a small meal plan, in exchange for their service to the students. These program ideas will continue to develop during 2017-2018. A policy for accommodating emotional support animals is in final development and will be ready for fall 2017. This policy supports requirements under the Fair Housing Act and permits students with documented need the opportunity to have an emotional support animal.

University Events (UE), under the leadership of Bret Jennings, is responsible for the Guillot University Center, University Mailroom, the University's Event Management System, Military and Veteran Service Center, and university events logistics and support. In the past year, the GUC Lion's Den Game Room usage has increased 17%, and the sound system was upgraded to a much clearer and user-friendly system. By the end of the year, the Game Room will receive a vintage arcade, cabinet-style video game system, will be painted, and will have new carpet squares installed for easier maintenance. Plans are also underway to upgrade the video projector system in the Game Room to an EPSON system.

Over the past year, UE has replaced the outdated sound equipment in the GUC Performance Center with a new digital soundboard that will more effectively serve both day-to-day events and high profile events. Over the next year, staff will continue to improve the Performance Center by updating the lighting system using elements from the temporary lighting system from Norton Auditorium. Making these changes to the Performance Center will not only improve the services offered to clients but will also do away with the need to hire outside production for many events.

University Events staff attended the 2016 Event Management Systems conference and upgraded to the latest version of EMS Software with the cleaner, tab driven, online request system. UE has a full student staff and a full-time Conference Coordinator, with plans to hire a part-time worker to cover the increasing needs of clients. The Mailroom hired an additional full-time employee, replaced carpeting creating a safer work environment, and replaced broken mailbox locks.

A highlight of the year for the Division of Student Affairs and the university was the opening of the Military and Veteran Service Center (MVSC) in the Guillot University Center. Under the direction of Ms. Michelle Dailey, Veterans' Affairs Specialist, the MVSC has recently undergone a departmental transition, moving from Registrar to Student Affairs. Its purpose is to assist veterans, active duty military, guardsmen, reservists, and their family members in taking full advantage of the educational benefits available to them through the GI Bill, Federal Tuition Assistance, and other programs. The MVSC is a one-stop-shop to fulfill veteran student requirements and to provide special services and programs to veterans and active duty military students and their dependents. Daily use of the Center is increasing and inquiries for benefits information, admissions questions, and office visits have increased by 50%. Enrollment numbers for students receiving VA benefits increased by nearly 25 percent over the past year.

In November, UNA received recognition as a Military Friendly® university, receiving "Top Award Winner GOLD" and received confirmation of four student enrollments directly related to this national award. An audit of the MVSC was conducted by the Veteran Affairs Regional Office in July 2016 that resulted in an excellent rating, with a finding of zero errors and one recommendation for an additional certifying official due to workload.

The Military and Veteran Alliance student organization, based out of and advised by staff in the MVSC, won the prestigious Lion's Cup Award at the spring 2017 University Awards Gala. This award recognizes a registered student organization that has shown active involvement on campus and in the local community through events, service, leadership, and advocacy.

The Federal mandates regarding **Title IX**, The SAVE Act, and the Clery Act continue to challenge the Division and the University. Under the leadership of Tammy Jacques, Assistant Vice President for Student Affairs and Title IX Coordinator, the University continues to employ best practices in compliance with, and to meet, all of the federal requirements. UNA has put several efforts in place over the last two years, including the development of a new investigation and response policy and procedure, entering a memorandum of understanding with Shoals Crisis Center to serve as a victim's advocate, securing funding to hire a Title IX graduate assistant, conducting investigator training, implementing an online intervention and bystander training program, conducting a Campus Climate Survey, and broadly sharing the results of the survey to better educate and engage the campus in addressing issues of sexual misconduct to create a more safe and secure campus.

During fall 2016, the Title IX Office conducted a second Campus Climate Survey, the first survey was completed in 2014. In 2014, 42% were aware of UNA's formal procedures to report incidents. In 2016, 66% were aware of UNA's formal procedures to report incidents. Nearly 80% of survey respondents indicated that if they were to report a sexual assault they believed our campus authorities would be "very likely" or "moderately likely" to take the report seriously, protect the safety of the person making the report, and take appropriate corrective action. **Students in the 2016 survey reported significantly higher confidence in the campus reporting system than students in the 2014 survey.** It is critical to examine rape myth acceptance in any college community, because rape myths blame victims and minimize their experiences, justify the actions of perpetrators, and discourage victims from reporting and seeking help (King & Roberts, 2011). **Students in the 2016 survey were significantly more likely to reject rape myth attitudes than students in the 2014 survey.** The challenges and Federal mandates of Title IX will continue to require significant resources to ensure that the University is meeting its responsibilities. Research shows that current efforts are making a positive difference in student attitudes.

The Office of **Student Conduct (SC) and Student Affairs Assessment (SAA)**, under the leadership of Dr. Kimberly Greenway, gained approval to implement a new reporting structure for Student Conduct and made significant progress in moving toward that structure. The current director of the Office of Student Conduct and Student Affairs Assessment has announced her retirement as of July 31, 2017. This will provide for the Student Affairs Assessment portion of the position to be removed and reviewed for future direction. A new director (the previous assistant director) and new assistant director have been hired and will focus exclusively on Student Conduct and Title IX initiatives. The staff also fully moved from a conduct board model to the best practices Civil Rights Investigation Model to address violations of the University's Code of Conduct. Staff provided professional Title IX training for all hearing officers, including investigator certification. A formalized structure for case consistency and supervision was also implemented this year.

The **University Police Department (UPD)**, led by Chief of Police, Kevin Gillilan, had another strong, yet challenging year. The sworn officers of the department logged over 33,765 patrol hours and had over 80,597 patrol miles, an increase of 1,018 miles. Public Safety Officers worked over 2,459 hours and volunteered for another 1,508 hours. The Student Night Time Auxiliary Patrol (SNAP) logged over 3,082 hours over escorts. Officers and transportation services staff wrote 4,775 parking violations. As evidenced by data noted, the department continues to inherit more and more responsibility for services on campus.

UPD is a full-service law enforcement agency providing police services such as crime and accident reporting, criminal investigations, fingerprinting, court testimony, emergency planning and response, patrol services, and traffic enforcement within the campus boundaries. UNA Police also provide many additional services to the campus community to include building security, lion escorts, bank escorts, special event staffing, reserved parking, traffic control for Kilby Laboratory School, community educational programming, and university policy enforcement. As the list of duties continues to grow, there is a need for additional officers to maintain the workload. UPD needs a minimum of two additional officers to cut down on overtime expenditures and allow employees the luxury of scheduled off days. In addition, police administration is working in concert with Human Resources to develop policies designed to cut overtime/comp time expenditures by staffing public safety officers for many events in lieu of police officers. The difference in pay rates will also reduce expenditures of other divisions on campus related to staffing of security personnel.

The department has been very successful in securing grants and has been successful in acquiring vehicles and equipment from the federal government. The items acquired through grants include, new ballistic vests for all full-time officers, new Phazzers, body-worn cameras for all full-time officers and shared cameras for public safety officers, three golf carts, and 150 lockdown devices. Additional items and equipment purchased include two ATVs that enhance off-road response capabilities and two Hummers from the federal government to increase capabilities during inclement weather.

Parking continues to be a significant challenge for the department in both manpower and physical space. To better address this issue and free up patrol and law enforcement capabilities of the officers, the department launched its

transportation services division. Campus shuttle buses transported over 6,000 students in each quarter during 2016-2017. The shuttle bus tracking capabilities provided by TransLoc technology supported the success of the shuttles.

In addition to staffing needs, UPD is developing a sustainability plan for university police patrol vehicles. The designated patrol vehicles have high mileage which often requires costly maintenance. The department needs to replace older designated patrol units with SUV type vehicles which would provide storage space for traffic and safety equipment, while maintaining space for prisoner transport. UPD currently has two units which should come off lease in January. Plans are being developed to replace these patrol units with two SUVs to be purchased through university funding that can be paid back similarly to our existing lease arrangement with the University.

UPD continues to work on seeking Department Accreditation through the International Association of Campus Law Enforcement Administrators (IACLEA). This is a significant effort and consists of a comprehensive review of the department and its operations. The review process and accreditation will enable the UPD department to bring on line best practices and become a department of distinction.

University Health Services (UHS) welcomed a new director this year, Teresa Dawson. Teresa comes to UNA from private healthcare and brings a wealth of clinical and administrative experience to UHS. Under her leadership, UHS has begun several new initiatives to provide the highest level of healthcare for students. This year, UHS purchased an electronic health record system and initiated training and implementation. The new EMR record system will be fully functional by August 2017.

UHS enhanced women's health service offerings by purchasing two used exam tables for \$100 and converting two unused offices into private exam rooms for women's health. This space is used as overflow exam rooms during periods of high volume or when there is a need to operate parallel clinics (e.g. athletic physicals parallel to regular clinic). UHS contracted a part-time nurse practitioner to increase schedule capacity and to fill provider service gaps. A new required Immunization Policy was completed this past year with a first implementation set for fall semester 2017. Annual influenza education and immunizations were provided to the campus community and 900+ flu shots were administered to students, faculty and staff. UHS increased and strengthened collaborative agreements with four universities as a preceptor site for Advance Practice Nurses. The director served as Co-PI for APN doctoral research approved by UNA IRB, *Intentions of College Students to Obtain the Influenza Immunization*. Results will be used to change the education provided to students during the annual "flu-shot" clinics. UHS also served as a clinical rotation site for UNA nursing students.

University Health Services began the process of seeking accreditation this past fall. The accreditation process will provide a comprehensive review for our current University Health Services operation and services. The review process will enable us to continue to provide the highest level of healthcare possible to our students.

The **Career Center (CC)**, under the leadership of Melissa Medlin, had a successful and challenging year. A highlight for the year was the welcoming of a new assistant director who brings a strong background in working with students and helping them find their career path. The new assistant director brings the office back to full staff. The Career Center launched an Experiential Learning Module pilot for the College of Business which resulted in a 100% return rate on employer/student evaluation data and a streamlined process for program data collection. Staff also participated in the College of Arts and Sciences Experiential Learning Conference on campus by facilitating a workshop on the features of the EL Module. There was a record increase (100% for fall and) in employer attendance at the Teacher Recruitment Day for College of Education and Human Sciences. CC staff increased collaboration with International Student Affairs regarding placement of students in cooperative education opportunities, allowing them to work off campus legally. There was a record number of interns in various business disciplines. CC planned and executed a successful Mock Interview Day which allowed 200 students the opportunity to network and prep for interviews with over 30 employers from various industries around the Shoals area. The Center has begun a partnership/collaboration with Calhoun Community College, Athens State, Alabama A&M, and UAH regarding cooperative education program development.

Due to decreasing student participation, in particular at the fall 2016 Career Fair with 30 employers and less than 100 students in attendance, the Career Center made the decision to adjust events to be discipline specific. The Center had already experienced phenomenal success with Education and Nursing, and in spring 2017 the Center hosted the first ever COAS Career Week focused on highlighting the four divisions; these events yielded a total of 267 students! Discipline specific events will continue in 2017-2018 as we integrate more programming for diverse majors and careers.

The Office of **Student Engagement (SE)**, under the leadership of Mr. Tyler Thompson, moved into the new Student Engagement Center space in the Guillot University Center that previously housed the campus bookstore. This new space brings together all of the functions of Student Engagement into one highly visible location. The new SE Center includes the offices of Student Engagement, Fraternity and Sorority Life, Service Learning, Student Government, University Programming Council, Student Organization workspaces, and the UNA Food Pantry. The physical consolidation of services and space, along with an improved workspace design, has been very well received by students and student organizations.

A new Assistant Director for Student Engagement for Fraternity and Sorority Life was hired in the fall, and she has done an excellent job moving our Greek system to the next level of excellence. From fall 2016 to spring 2017, the fraternity and sorority community had an active member retention rate of 89% and a new member retention rate of 81%. The fall 2016 All Greek term GPA was a 3.1324. In fall 2016, 38% of fraternity and sorority members achieved Dean's List and 15% of members earned a 4.0. Currently, over 15% of the UNA undergraduate population is involved in fraternity and sorority life. Special programs on hazing, Title IX and bystander intervention were held for the Greek system.

Student Engagement staff started the Haiti Cooperative program, a collaboration with faculty in Academic Affairs, to provide adequate training and education for members in the community of Desab, Haiti. There were higher numbers in the Alternative Breaks program, including more student participants, more faculty/staff learning partners, and more hours of community service. We also had the largest Martin Luther King, Jr. Service Day with over 300 students participating to package over 30,000 meals for local food pantries.

The Office of the **Vice President for Student Affairs (VPSA)**, as well as individual Student Affairs departments, remains committed to working 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. These efforts are critical to the University's success and stability. 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 VPSA led the University's transition to a smoke-free campus effective August 1, 2017. The 2016-2017 year was a transition phase with designated smoking areas and education and smoking cessation programs. The transition was not as difficult as expected, but there were transition pains. While the smoke-free policy becomes effective in August, there will be a need to continue educational programming and cessation programs.

Work continued on a proposal for upperclassman housing. The project was slowed, given the need for the University to determine its borrowing limits and the impact on its bond rating. Likewise, borrowing for a new upperclassman housing project had to be considered along with other facility needs of the University. Care had to be taken to ensure that we could get the biggest bang for our borrowing capacity. We are not confident that borrowing additional funds for facilities will be possible. All efforts are now on developing a final proposal for upperclassman housing and presenting a recommendation to the Board of Trustees not later the December 2017.

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 several years and the additional resources to reach those goals. We have been creative and purposeful in spending our limited resources, but we have reached a point where we will struggle to maintain services and programs at current levels. Some areas continue to experiencing acute challenges of staffing and resources – Student Counseling Services, University Police, Career Center, and Student Engagement. In some areas, without new resources, we may have to reduce services to students and/or the campus, which is not acceptable.

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. They are amazing people who go above and beyond every day. They are talented and dedicated professionals who make a positive difference in the lives of our students.

The Division of Student Affairs continues to be grateful for the support and efforts of the administration, faculty, staff, and students at UNA – so many of whom contribute to our efforts. We are especially grateful for the support and leadership provided by President Ken Kitts. We are very grateful and appreciative of an enthusiastic, forward-thinking, and supportive Board of Trustees and Executive Council. It is in this environment of continued support, collaboration, and cooperation that the Division of Student Affairs can continue to flourish and best support the students at the University of North Alabama.

DEPARTMENTAL ACCOMPLISHMENTS 2016-2017

DISABILITY SUPPORT SERVICES

- DSS staff ssistant attended a week-long virtual training, Accessing Higher Ground, which addresses text accessibility and new technologies. She learned how to more effectively produce and assess alternative text for those with varying disabilities.
- Production of one braille math text and one biology lab text and worksheets.
- Hired two student workers for accessibility needs in the classroom for sensory impaired student
- Continued to coach faculty regarding accessibility needs for sensory impaired student
- Obtained 26 texts in alternative format
- Taught students to use screen readers and accessibility features on their computers
- Office is actively working with 4 professors regarding future classes with student with sensory impairment—translating materials, having materials converted to Nemeth Braille, and consulting regarding pedagogy
- Major renovation of office in order to make it more accessible, attractive, and user friendly
- Maintained three groups for both semesters for learning strategies
- Ensure that protocols are on file for group meetings
- DSS coordinator attended annual Association on Higher Education and Disability (AHEAD) conference
- Completed Administrative Task Force Report which will be used as a template for future growth.

STUDENT COUNSELING SERVICES

- ***Successfully completed the busiest semester (fall 2016) and academic year (FY16-17) recorded to date for Student Counseling Services. The records just keep falling!***
- Licensure: All SCS pro staff (4) maintained Licensed Professional Counselor (LPC) licensure. Lynne Martin and Carmen Richter also maintain licensure as LPC-supervisors in AL.
- Certifications: Lynne Martin - Alcohol & Drug Counselor Certification (ADC), Jennifer Berry-Preferred Provider for Eating Disorders, Jami Flippo-QPR Gatekeeper (Question, Persuade, Refer-Suicide Trainer Certification)
- Lynne Martin awarded UNA SGA Executive Council Appreciation Award, 2016-2017
- Completed SACS five-year review for SCS using CAS SAG, producing short- and long-range goals
- Begun review and revision of SCS office and clinical procedural manuals and protocols
- Lynne Martin served as RSO Advisor for Active Minds at UNA
- Lynne Martin continued collaboration with UNA Athletics on UNAConnect1 initiative.
- Campus-wide events – “Feel Good Naked Week” and “Send Silence Packing”
- Strengthened collaborations with SGA, Athletics, International Affairs, Center for Women’s Studies, Military and Veteran Service, ROTC, FYE, University Advising, Residence Life, Counselor Education departments
- Committee involvement – Student Affairs Professional Development (Jennifer); search committees: Student Conduct (Jami), DSS Director (Lynne); CARE Team consultant, Title IX, and SOAR Advisory Committees (Lynne)
- Psycho-educational Programming: Title IX/Bystander trainings, disordered eating, stress management, healthy relationships, military stress
- Provided face-to-face and informational support to grieving department (faculty, staff, and students in Communications Department)
- Hosted master’s practicum student spring 2017 (Counselor Education Department) [completed 7 intakes, 34 individual sessions, 1 P/E group, assisted in LIFE Group]
- Facilitated installment of new sidewalks for 555 Oakview Circle house
- Facilitated installment of stone pathway between 555 and 553 Oakview houses

HOUSING FACILITIES MANAGEMENT

- Experienced an average of 91% occupancy for all three apartment complexes for the fall and spring semester. The only complex to drop below 90% in the spring 2017 semester was the single-level complex.
- A door entrance mat program was implemented last year. Each of the mats have the UNA logo on them presenting a welcoming and professional image of the University. The program consists of a contracted vendor replacing building entrance mats each week with cleaned, laundered mats. This program prevents having to purchase and maintain new mats when they wear out and guarantee clean mats weekly. The buildings remain presentable at all times and the Environmental Services staff can focus on other areas that need their attention. Currently, the mat program is being used in all of the residential buildings and two academic buildings. The program has proven to be a great investment and will be continued next year.
- When our area relocated to the Division of Business and Financial Affairs in January 2015, we began detailing the day-to-day cleaning structure in the academic buildings to show what was expected on a daily, weekly, and monthly basis for each staff on all three shifts. This helped give the staff direction and to know what the expectation was for them. We had previously done this for the residential buildings.
- Summer 2016, we removed the carpet in the TV lounges in all four cluster halls and replaced it with Centiva flooring. This summer we will continue the renovation by replacing the VCT tile in all of the center lobbies with tile that you do not have to strip and wax. This renovation work will ensure that these buildings will remain marketable and attractive for years to come. It will also help with cleaning and upkeep time for our staff.

UNIVERSITY RESIDENCES

Residence Hall Tours

- 881 individual prospective student tours occurred in the fall 2016-spring 2017 time frame. This is up from 744 in 2015-2016.
- Over 1,700 prospective students toured in 35 large groups and seven different Saturday tours. This is up from 720 prospective students in 2015-2016 .

Programming

- 476 RA programs completed
- All programs revolved around one of the Department's Core Values.
- 34 drug and alcohol programs
- 246 community development programs
- 27 cultural programs
- 16 fire safety programs
- 42 responsible behavior and citizenship programs
- 36 healthy relationship/sexual assault programs
- 34 major and career planning programs
- 34 wellness programs

Hosted Chuck D in spring for a talk on rap, race and reality

Hosted movie and discussion for "Loving"

Started Residence Hall Councils in Mattielou and Olive providing alternative programming for residents by residents.

Student Success

- 2016/2017 cumulative GPA for HRL student staff members was 3.26 in the fall and 3.63 in the spring (not including graduates).
- 12 staff members made a semester GPA of 4.0 in the fall 2016 semester and 16 made a 4.0 in the spring 2017 semester (not including graduates).
- 20 out of 25 staff (not including graduates) had a 3.0 or above GPA in the spring 2017 semester.
- Four staff members continuing on to graduate school. Two have accepted GA positions in Housing and Residence Life departments. Schools attending are: Texas Christian University, University of Central Arkansas, University of Denver, and University of Alabama at Birmingham
- Natasha Thomas was awarded HRL Staff Member of the Year, Keller Key, and Turris Fidelis
- Quinton Lane was named UNA Man of the Year.
- Jordan Cooper was awarded an Undergraduate Service Award.
- Kijana Mitchell was awarded the President's Diversity Award.

RECREATIONAL SPORTS AND FITNESS PROGRAMS

Participation Synopsis – General Overview **Student Recreation Center**

Unique Users Fall 2015	Male = 1,156	Female = 1,137	Total = 2,293
Unique Users Fall 2016	Male = 1,228	Female = 1,090	Total = 2,318

Unique Users Spring 2016	Male = 1,217	Female = 1,152	Total = 2,369
Unique Users Spring 2017	Male = 1,254	Female = 1,079	Total = 2,333

Unique Users Fall 2015/Spring 2016	Male = 1,614	Female = 1,563	Total = 3,177
Unique Users Fall 2016/Spring 2017	Male = 1,658	Female = 1,483	Total = 3,141

Visits Fall 2015	Male = 15,810	Female = 8,323	Total = 24,133
Visits Fall 2016	Male = 16,488	Female = 8,117	Total = 24,605

Visits Spring 2016	Male = 17,247	Female = 10,815	Total = 28,062
Visits Spring 2017	Male = 17,676	Female = 10,508	Total = 28,184

Visits Fall 2015/Spring 2016	Male = 33,057	Female = 19,138	Total = 52,195
Visits Fall 2016/Spring 2017	Male = 34,124	Female = 18,625	Total = 52,749

Overall Unique Users increased by 36 persons or 1.0%.

Overall Visits increased by 554 visits or 1.0%.

UNIVERSITY EVENTS

Lion's Den/UE Office

- Lion's Den Game Room attendance up 17%
- Updated sound system (clearer and user-friendly system)
- Plans to add vintage, cabinet-style, arcade video game system
- Paint and new carpet square (easily cleaned/replaced) installation scheduled for summer 2017
- Upgrade of video projector to EPSON system (uses energy efficient and more economical light bulb (the current system requires two bulbs at five times the price) planned
- Replacement of broken and worn bistro-style tables, chairs, and couches ongoing
- UE hired two part-time student employees to help cover peak-hour office duties, run errands, and greet/direct traffic

Conference Coordinator

- Replaced outdated sound equipment in the Performance Center
- Plan to update lighting system in PC using elements from temporary lighting system in Norton
- Working with Robert Graham to assess needs of the PC and see what problems may be resolved using equipment from Norton, making much-needed updates at a fraction of cost of buying new system. This will not only improve PC services offered but will do away with need to hire outside production
- Researching new sound system for the banquet halls, allowing the freedom of not having to utilize portable sound system, giving clients a cleaner setup for events

Event Planning (Jayne Jackson):

- Attended the 2016 EMS conference
- Upgraded to latest version of EMS Software with cleaner, tab-driven online request system
- Returning to EMS 2017 training in October
- Full student staff and conference coordinator in place
- Plan to hire essential part-time worker to cover needs of our clients
- Researching options for diagramming system (i.e. finding way to print diagrams or find replacement)
- Researching options for event-driven calendar system for Signature Event concept
- Considering a part-time employee as a scheduler in requesting system

Mailroom:

- Hired full-time employee
- Replaced carpeting, creating safer work environment
- Replaced broken mailbox locks
- Currently in process of hiring part-time employee to start fall 2017
- Will share mailroom policies/procedures (correctly addressed mail with box numbers, names matching what we have in system, no overly large items, etc.) with parents during SOAR sessions
- Updated information in Mane Book (used for SOAR and FYE)
- Researching costs of paint and new counters for next year to update appearance

MILITARY AND VETERAN SERVICE CENTER

- Recent transition of department from Registrar to Student Affairs
- MVSC opened with goal of one-stop-shop for veteran student requirements
- Achieved recognition as Military Friendly® School and Top Award Winner GOLD for 2017 academic year
- Confirmed four students enrolling at UNA directly related to these national awards

- Gradually increased VA work-study student staffing MVSC from one to five
- Use of MVSC increased from three to twenty
- Emails and phone increased by 50%
- Enrollment numbers for students receiving VA benefits up nearly 25% over past year
- VA regional audit in July 2016 resulted in an excellent rating, zero errors, and recommendation for additional certifying official and increased permanent staffing due to workload
- Military and Veteran Alliance awarded prestigious Lion's Cup Award (recognizes a registered student organization showing active involvement on campus and in the local community through events, service, leadership, advocacy, etc.)
- Developing coordination between departments in the form of training and familiarization with VA benefits process
- Creating presentation to provide UNA faculty and staff training on PTSD
- Plans to hire or train staff to certify to assist in recruiting veterans. Recruitment strongly relies on certifying officials

TITLE IX

Conducted Student Campus Climate Survey in fall 2014 and fall 2016

- 978 students completed the 2014 survey
- 1,457 students completed the 2016 survey
- In 2014, 42% were aware of UNA's formal procedures to report incidents. In 2016, 66% were aware of UNA's formal procedures to report incidents.
- Nearly 80% of survey respondents indicated that if they were to report a sexual assault they believed our campus authorities would be "very likely" or "moderately likely" to take the report seriously, protect the safety of the person making the report, and take appropriate corrective action. **Students in the 2016 survey reported significantly higher confidence in the campus reporting system than students in the 2014 survey.**
- It is critical to examine rape myth acceptance in any college community, because rape myths blame victims and minimize their experiences, justify the actions of perpetrators, and discourage victims from reporting and seeking help (King & Roberts, 2011). **Students in the 2016 survey were significantly more likely to reject rape myth attitudes than students in the 2014 survey.**

Table 1. Comparison of the Illinois Rape Myth Acceptance Scale and its subscales between the 2014 and 2016 samples.

	% strongly disagree / disagree	% neither agree / disagree	% strongly agree / agree
2014 RMA: Total Scale	69	25	6
2016 RMA: Total Scale	85	14	1
2014 Subscale: She asked for it	59	28	13
2016 Subscale: She asked for it	80	17	3
2014 Subscale: It wasn't really rape	79	15	6
2016 Subscale: It wasn't really rape	89	9.5	1.5
2014 Subscale: He didn't mean to	52	27	21
2016 Subscale: He didn't mean to	62	28	10

- Bystander attitudes refer to individuals' perceptions and actions when they are present in risky situations that could lead to sexual assault as well as their beliefs about their responsibility to raise awareness and prevent sexual assault in their community (Banyard, 2008). The majority of respondents (76%) indicated that they would be very to extremely likely to engage in active bystander behaviors. Twenty-one percent (21%) indicated they were moderately to somewhat likely to engage in active bystander behaviors. Only 3% indicated that they would be unlikely to engage in active bystander behaviors. **Students in the 2016 survey were significantly more willing to engage in active bystander behaviors than students in the 2014 survey.**

STUDENT CONDUCT AND STUDENT AFFAIRS ASSESSMENT

- Successfully completed phase two of the transition plan to separate the Office of Student Conduct and the Office of Student Affairs Assessment
- Fully moved from a conduct board model to the Civil Rights Investigative Model
- In partnership with Office of Admissions and ITS, added security questions to UNA admissions application
- Provided professional Title IX training for all hearing officers, including investigator certification
- Implemented a formalized structure for case consistency and supervision
- Finalized written protocols for office functions and processes and made them available to all hearing officers and other pertinent personnel on a Google Docs page.

UNIVERSITY POLICE

- Obtained ballistic vests for the entire police department through a 100% funded grant through the Alabama Department of Economic and Community Affairs to ensure officers' protection and to reduce liability.
- Obtained four new electronic control devices (Phazzers) through a 100% funded grant through the Alabama Department of Economic and Community Affairs to ensure less lethal force options and to reduce liability.
- Successfully obtained two ATVs to enhance off-road response capabilities.
- Re-branded campus police department with new strip package and police patches in order to improve professional image and to enhance visibility.
- Completed first year of separate Transportation Services office with significant results. Parking enforcement consistently increased and services improved with new location.
- Successfully obtained a 50% federal match grant for body-worn camera technology within the UNA Police Department and implemented to ensure transparency and to reduce liability.
- Completed first year of POMCO subscriptions with positive reviews among students and parents.
- Successfully obtained a free safety phone app that will launch prior to fall semester.
- Successfully obtained two hummers from the federal government at no cost to ensure capabilities during inclement weather.
- Transported 6,500 students utilizing the UNA shuttles in each semester during 2016-2017.
- Successfully obtained a police courtesy shuttle from the federal government at no cost to provide visitor/handicap transport during large University events.
- Successfully obtained two gem carts at no cost from the federal government to supplement parking enforcement on campus.
- Successfully obtained 150 lockdown devices at no cost from the Alabama Department of Economic and Community Affairs to be disseminated across campus according to need.
- Coordinated with UNA ITS Department and Facilities to expand digital surveillance technology and access control across the UNA campus. Camera added to residence halls, Commons, and Kilby Laboratory Schools. Access control implemented in Wesleyan Hall.
- Coordinated with UNA ITS Department to implement a computer screen emergency alert system.
- Worked with Facilities to develop an audio alert tone that can be sent over the campus carillon system during weather and safety emergencies

UNIVERSITY HEALTH SERVICES

- Increased capacity during the high volume fall and spring semesters without increased expense through the addition of a part-time nurse practitioner and a reduction of summer hours.
- Secured approvals and planned implementation for required immunization policy.
- UHS purchased an electronic health record and initiated training and implementation. The record will be fully functional by August 2017.
- UHS enhanced women's health service offerings by purchasing two used exam tables for \$100 and converting two unused offices into private exam rooms for women's health. This space is used as overflow exam rooms during periods of high volume or when there is a need to operate parallel clinics (e.g. athletic physicals parallel to regular clinic).
- Provided annual influenza education and immunizations to campus community.
- Increased and strengthened collaborative agreements with four universities as a preceptor site for Advance Practice Nurses.
- Director served as Co-PI for APN Doctoral research approved by UNA IRB. *Intentions of College Students to Obtain the Influenza Immunization*. Results will be used to change the education provided to

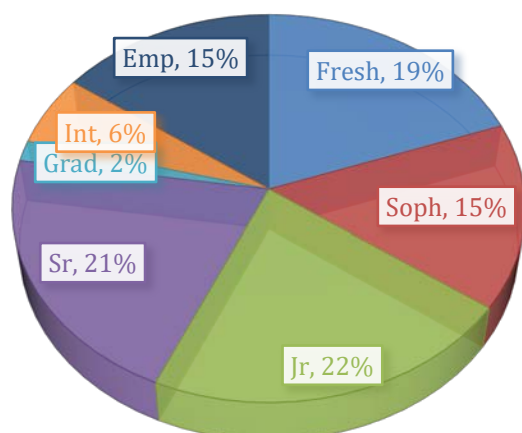
students during the annual “flu-shot” clinics.

- Serve as a clinical rotation site for UNA nursing students.
- Provided physical exams to multiple student groups including Athletics and Band.
- Nurse Practitioner serves as Board Member at Large for the Shoals Community Clinic.
- UHS sponsored 8 influenza awareness and vaccine promotion events.
- UHS sponsored 3 chlamydia (sexually transmitted illness) education events and enrolled students in an IRB approved study that provided free testing and education.
- Provided approximately 10,000 free bottles of hand sanitizer to students, faculty and staff.

University Health Services Operations Statistics

	JUNE 2016 - MAY 2017	% Change to Prior Year
Clinic Visits	6037	+7.7%
Mean Visits/Clinic Day	37.1	+21.6%
Prescriptions Dispensed	5810	+29.2%
Employee Visits	905	+28.9%
Labor Cost/Unit of Service (visit)	\$41.15	-15.4%

PERCENTAGE OF CLINIC VISITS BY STATUS
JUNE 2016 - MAY 2017



CAREER CENTER

- Due to decreasing student participation, in particular at the fall 2016 Career Fair with 30 employers and less than 100 students in attendance, the Career Center made the decision to adjust events to be discipline specific. We had already experienced phenomenal success with Education and Nursing and in spring 2017, hosted the first ever COAS Career Week focused on highlighting the four divisions; these events yielded a total of 267 students! Discipline specific events will continue in 2017-2018 as we integrate more programming for diverse majors and careers.

- Krystle Dixon, Assistant Director of the Career Center, completed Career Development Facilitator Training. The Career Center is staffed with two certified Career Development Facilitators by the National Career Development Association and one Global Career Development Facilitator by the Center for Credentialing and Education, Inc. (Krystle is scheduled to receive global certification status by the end of 2017.)
- Launched Experiential Learning Module pilot for College of Business which resulted in 100% return rate on employer/ student evaluation data and a streamlined process for program data collection. Also participated in the COAS Experiential Learning Conference on campus by facilitating a workshop on the features of the EL Module.
- Experienced a record increase (100% for fall) in employer attendance at Teacher Recruitment Day for College of Education and Human Sciences.
- Increased collaboration with International Student Affairs staff regarding placement of students in cooperative education opportunities allowing them to work off campus legally.
- Experienced record number of interns in various business disciplines.
- Assisted with consistent program development for Student Affairs Staff Professional Development.
- Planned and executed a successful Mock Interview Day which allowed 200 students the opportunity to network with over 30 employers from various industries.
- Beginning a partnership/collaboration with Calhoun Community College, Athens State, Alabama A&M, and University of Alabama at Huntsville regarding cooperative education program development.

CPD Participation Statistics

Activity	Type	Sessions	Organizations
Student Appointments*	Résumé/Job Search/Mock Interview	428	<i>*Additionally all staff serve numerous walk-in's giving "how-to" informational guidance regarding services and resources. Due to the nature of our services, one appointment type can turn into a different appointment type, thus metrics are not conclusive.</i>
	Internships	125	
	Career Assessment/Major Choice	308	
Presentations	Classroom Sessions* <i>*Presentations include all class and student organization and other requested presentations facilitated by CPD Staff.</i>	84/2,461 (students in attendance)	
Career Fairs	General (fall)	80	30
	Etiquette Sessions (fall) (Due to lack of interest, the lunch session was cancelled.)	49 students	
	Mock Interview Days	174 (fall); 153 (spring) students	
	Nursing Mock Interviews	24 (fall); 65 (spring) students	16 (fall); 15 (spring)

	K-12 Education Recruitment	37(fall); 66(spring) Students	20(fall); 25(spring) <i>*Both events doubled from 2015-2016 – 100% increase</i>
	**COAS Week Events	267 students	30 employing organizations participated
	Business and Sales Summit	100 students	20 employers
New Employers Reached		35+ (see list on previous page)	

Usage Statistics for LionJobs (All stats are from 5/2016 – 5/2017)

New accounts created (students)	1,817	
Documents Reviewed	3,561 <i>This number does not necessarily reflect individual students but single documents reviewed.</i>	
Positions posted in LionJobs		TOTAL
	Part-time On Campus	148
	Part-time Off Campus	165
	Internship/Co-Op	107
	Full-time Entry Level	224
	Full-time Experienced	54

CHALLENGES GOING FORWARD

The Division of Student Affairs continues to be creative and purposeful in spending our limited resources, but we have reached a point in several departments 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 and urgent areas include Student Counseling Services (two additional counselors), University Police (minimum of two additional officers), Career Center (one to two additional staff), and Student Engagement (one additional staff). These needs are listed in our Division Strategic Plan 2015-2020.

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. However, critical areas include University Police, Student Counseling Services, Career Center, Student Engagement, and Recreational Sports & Fitness. These funds will be used to replace aging equipment, expand resources for students, fund increased costs of existing programs and services, and meet the unfunded mandates of federal regulations.

Facilities

There is an urgent need to address several facility issues in Student Affairs. A new permanent home for the Student Counseling Center appropriate for their needs is the Division’s top priority. Their department is split between two off-campus houses and creates a number of logistical and safety issues. Student Counseling Services needs a professional office setting designed for a broad range of confidential personal counseling initiatives.