Student Affairs
Welcome Back Breakfast
September 11, 2014

Achieving Goals Through Evidence Based Decision-Making
Student Affairs Vision

To be a premier learning-oriented student affairs division.

Student Affairs Mission

Student Affairs fosters involvement, growth and development in safe, healthy and inclusive learning environments.
Student Affairs Strategic Goals

1. Cultivate learning and development.
2. Enhance infrastructure to provide excellent learning and service delivery.
3. Encourage healthy, ethical and responsible behavior.
WMU Student Affairs

Learning and Development

Environment and Infrastructure

Healthy Behavior
# Student Affairs Membership on TACs and PATs

<table>
<thead>
<tr>
<th>TAC/PAT</th>
<th>Student Affairs Staff</th>
<th>Department</th>
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<tr>
<td><strong>Enterprise Risk Management TAC</strong></td>
<td>Anne Lundquist</td>
<td>Planning and Assessment</td>
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<tr>
<td><strong>Sustainability Tracking, Assessment and Rating System (STARS)</strong></td>
<td>Laura Darrah</td>
<td>Residence Life</td>
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<tr>
<td><strong>Health and Safety (Healthy Campus 2020)</strong></td>
<td>Cari Robertson, Chair</td>
<td>Sindecuse Health Center</td>
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<td></td>
<td>Laura Darrah</td>
<td>Residence Life</td>
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<td></td>
<td>Jenna Gehl Jones, Geniene Gersh, Chris Van Balen, Lisa Marshall</td>
<td>Sindecuse Health Center</td>
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<tr>
<td><strong>Health and Safety PAT</strong></td>
<td>Amy Seth</td>
<td>University Recreation</td>
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<tr>
<td><strong>Campus Accessibility PAT</strong></td>
<td>Jen Bailey, Amy Seth</td>
<td>University Recreation</td>
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<td><strong>Community Outreach and Engaged Scholarship</strong></td>
<td>Darin Leigh</td>
<td>University Recreation</td>
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<tr>
<td><strong>Community Outreach and Engaged Scholarship</strong></td>
<td>Lynn Kelly-Albertson</td>
<td>Career Services and Student Employment</td>
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<td><strong>Campus Climate, Diversity, Equity and Inclusion (CCDEI)</strong></td>
<td>Geneine Gersh</td>
<td>Sindecuse Health Center</td>
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<td></td>
<td>Christine Iaderosa</td>
<td>Sindecuse Health Center</td>
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<tr>
<td><strong>Early Alert PAT</strong></td>
<td>Suzie Nagel</td>
<td>VPSA</td>
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<tr>
<td><strong>Recruitment and Retention PAT</strong></td>
<td>Suzie Nagel</td>
<td>VPSA</td>
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<td><strong>University Strategic Planning Operations Team (USPOT)</strong></td>
<td>Anne Lundquist</td>
<td>Planning and Assessment</td>
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<tr>
<td><strong>Student Success TAC</strong></td>
<td>Diane Anderson, Chair</td>
<td>VPSA</td>
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<td></td>
<td>Lynnae Stankus</td>
<td>Residence Life</td>
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## 14 – 15 DIVISION STRATEGIES

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<th>Strategy</th>
<th>Chair</th>
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<tr>
<td>Student Engagement</td>
<td>Kate Bates</td>
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<tr>
<td>Intercultural Competence</td>
<td>Suzie Nagel</td>
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<tr>
<td>Housing and Dining Master Plan</td>
<td>Vernon Payne, Janice Quakenbush</td>
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<tr>
<td>Residence Life Information System</td>
<td>Chad Stec</td>
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<tr>
<td>Student Center</td>
<td>Paul Terzino</td>
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<tr>
<td>Comprehensive Planning, Assessment and Budgeting Process</td>
<td>Steering Committee</td>
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<tr>
<td>Bystander Intervention</td>
<td>Cari Robertson</td>
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Bernhard Center traffic counts average 7,000 a day.

New Bronco Mall furniture
Virtual EMS allows students and staff to make Bernhard Center reservation requests online.
BERNARD CENTER STUDENT EMPLOYEES
SALP Vision:
To be recognized as an expert provider of intentional engagement and leadership development opportunities that are integral components of the WMU student experience.

We make students’ lives better...

Every Leader Starts Somewhere...
Value Based Intentional Learning Experiences

- Phase 1 implementation stage of SALP 5 Year Strategic Plan
- Academic Partnerships
  - College of Arts & Sciences
  - College of Engineering & Applied Sciences
  - Lee Honors College
  - College Assistance Migrant Program
STUDENT ACTIVITIES AND LEADERSHIP PROGRAMS

SALP Performance Outcomes

- **3.55 Average GPA** – Leadership Certificate Participants
- Fraternity & Sorority Life 4 year Retention Rates – 84.8% vs. 74.2% WMU
- Bronco Bash – 83% of students made connections with student organizations
- 70% of students involved with RSOs enhanced their ability to work, plan, make decisions & solve problems in a team structure
“With SALP I’ve learned more from my involvement in student organizations than any class or group project. Being involved connected me to friends, job opportunities and events. Thank you for leading the way!”

Hailey Mangrum – Spring 2014 WMU Graduate

Ball State University – College Student Personnel Masters Student

We make students’ lives better...

Every Leader Starts Somewhere...
97% (N=625) of respondents to the Career Zone survey described at least one next step they will take in the career development process as a result of career advising in the Career Zone.

83% (N=616) of respondents were able to generate 1 to 3 majors and careers based on FOCUS results.
WMU students are Smart Hires

68% (N=1685) of respondents to Post-Grad Activity Survey reported having participated in experiential learning.
Increased collaboration with Residence Life, DPS, and others on campus to provide efficient response to alleged violations.

Preparation
Self-Study
External Review
Action Plan

Completing Self-study phase of Program Review
Oil to Mower Initiative: 100 gallons of used filtered oil from the Hoekje/Bigelow Dining Service fryers has been converted for use by Landscape Services lawn mowers during the 2013-2014 school year.

2013-2014 Food Diverted Amount: 38.665 tons of pre-consumer fruit and vegetable trimmings diverted to Bear-Foot Farms in Paw Paw, MI.
DINING SERVICES

VENUES

Gold’n Brown Bakery
in the Bernhard Café and Market

Baked fresh daily by WMU Dining Services. Filled Gourmet Cupcakes, jumbo muffins, cookies, biscotti and seasonal desserts.
Late-night Marketplace Grill
Opened in Fall 2014 for late-night service. Hot food offering for students with their meal plans.

Cilantro’s
Cilantro’s specialty concept opened at Valley I. Offering popular and customizable Latin cuisine options.
Res Life student staff cumulative GPA average for spring 2014 was a 3.37.

56% of fall 2013 residence hall students had a 3.0 or higher term GPA.
As a result of Res Life programs...

- My stress management skills have improved.
- My study skills have improved.
- My academic achievement and grades have improved.
- I have gained experience/skills relevant to my future career.
- My time management skills have improved.
- I have gained experience/skills relevant to my academic major.
- My critical thinking/problem solving skills have improved.
- My involvement in residence life programming and events has provided me
- My understanding of diverse perspectives has changed.
- I am better able to articulate my values, attitudes, and beliefs.
- I am better able to manage conflict.
- I have learned to balance social activities with academic obligations (e.g.,
  My communication skills have improved.
- I am more willing to try new things/attend new programs.
- I feel part of the campus community.
- I have a greater sense of personal responsibility.
- I have been able to meet individuals with different interests from my own.
- I have been able to meet individuals with similar interests to my own.

Residence Life offered 1,264 programs covering 1,768 topics in 2013-14
A 2013 survey of patients found that **over 95%** expressed satisfaction with the way their clinician listened to their concerns.

Counseling Services saw 5,893 student visits in FY 2013-14, an **increase of 15%** in two years.
The Student Health Advisory Council recommended appointment reminders be available by **text message** and the health center has implemented this capability.

Over 800 have signed up so far.
In an effort to improve our communication and efficiency, we launched the MemberMe mobile app which includes all of the most up-to-date information, daily fitness schedules, and push notifications.

The SRC had over 380,000 accesses during 2013-14, up 6% from the previous year.
UNIVERSITY RECREATION
SRC EAST ENTRANCE RENOVATION

Learning & Development * Environment & Infrastructure * Healthy Behavior
Celebrating student success and leadership and the history of University Recreation.

Learning & Development * Environment & Infrastructure * Healthy Behavior
Campus-wide effort led by Cari Robertson of Sindecuse and Amy Seth of University Recreation.

- 100% of students who report tobacco use are coached about cessation during nursing, primary care and dietitian visits
- Sindecuse Pharmacy provided counseling and education on tobacco-cessation products for 45 faculty, staff and students since the start of 2014.
The WMU Family Connection is now at 10,325 members.

“Western Michigan University has one of the nation’s very best parent orientation programs, plus excellent ongoing parent communications. Way better than my alma mater, Brown, or my grad school, Columbia. WMU is an OUTSTANDING value and great place to go to college”.

- Comment in University of Minnesota National Parent/Family Survey

The Facebook page has 693 followers.
PreKindergarten program started last year through the Great Start to Readiness Program (GSRP) and Kalamazoo County Ready 4s (KCReady4s). These programs provide assistance in paying for quality pre-kindergarten programs for 4 year olds.

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Back-Up Care program started for families needing occasional care when their normal care provider is unavailable, during snow days and teacher in-service days, or when an unexpected meeting pops up.
STUDENT AFFAIRS BRAND AMBASSADORS

Madeleine Fojtik and Brandi Engel
Marketing and Communications

Sue Kohlert
Sindecuse Health Center

Nancy Meister
Marketing and Communications

Nancy Salvaggio
Sindecuse Health Center
STUDENT AFFAIRS BRAND AMBASSADORS

Jenny Fusciardi
Children’s Place Learning Center

Kathy Lindsey
Children’s Place Learning Center

Buffy Nespodzany
Career and Student Employment Services

Joe Vanderbos
Sindecuse Health Center
Not pictured
STRAATEGY TEAM: INTERCULTURAL COMPETENCE

All new RAs/LCAs participating in research-based intercultural competence curriculum.

- **Measurable learning outcomes:**
  - Identify and describe their intercultural knowledge, attitudes and skills.
  - Understand and evaluate their own intercultural competence.
  - Critique and evaluate their own learning and growth related to intercultural competence.
  - Increase specific skills related to intercultural competence.
Accomplishment: Alignment of resources and operations to accomplish long range, strategic, integrated financial and operational strategies.

Student Affairs auxiliary operations moved from an annual budget that set aside as little as 1% of annual budget for long-range strategic initiatives to as much 20% of the annual budget in recent years.
Over a five-year period, housing and dining have invested in the recruitment and retention of students and the student experience by:

- Providing over $5 million dollars to student-residents in the form discount programs.
- Providing over $5 million to student-residents in the form of scholarships.
- Investing $58 million in routine maintenance and capital improvements.
Raze Hoekje and Bigelow Halls.
Upgrade bathrooms and furniture in the Valley Neighborhood residence halls.
Western View II and Community Center.
Re-open Valley III (housing and dining).
Construct New Residence Halls targeted at freshmen.
Construct a New Valley Dining Center to serve the Valley Neighborhood.
Raze Stadium Drive Apartments.
Develop and integrate a residential neighborhood concept into campus-culture.
STUDENT AFFAIRS IS AWARD WINNING
# ASSESSMENT STAR

Recognizes professionals who are new at assessment work or who implement new assessment methods in their unit.

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<th>SHINING LIGHT ON ASSESSMENT</th>
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<td>1. Applying assessment results to make change in programs, services, or policies.</td>
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<td>2. Sharing assessment results outside the unit.</td>
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<td>3. Outstanding assessment professional competency development.</td>
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Nominations can be submitted through the online form: http://studentvoice.com/wmich/stuaffairrewardrecognomination2014

Learning & Development * Environment & Infrastructure * Healthy Behavior
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<th>Recipient</th>
<th>Department/Area</th>
<th>Assessment</th>
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<tr>
<td>Nicole Millar, Paul Terzino</td>
<td>Strategy Team 4C.1</td>
<td>Student Affairs Social Media</td>
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<tr>
<td>Chris Voss, Amy Seth</td>
<td>University Recreation</td>
<td>Consortium Campus Recreation and Wellness Survey</td>
</tr>
<tr>
<td>Suzie Nagel, Lynnae Stankus, Lynn Kelly-Albertson, Chris Sligh, Anne Lundquist</td>
<td>Intercultural Competence Strategy Team</td>
<td>AAC&amp;U Intercultural Competence Rubric (pre/post) and IDI Intercultural Competence Inventory</td>
</tr>
<tr>
<td>Laura Darrah</td>
<td>Residence Life</td>
<td>EBI Benchmarking Survey</td>
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<tr>
<td>Kate Bates</td>
<td>SALP</td>
<td>Emerging Leaders Certificate Rubric</td>
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<td>Joe VanderBos</td>
<td>Sindecuse</td>
<td>Focus Group</td>
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<td>Cari Robertson</td>
<td>Sindecuse</td>
<td>Bystander Intervention Training Follow-Up Survey</td>
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<tr>
<td>Nicole Millar</td>
<td>SALP</td>
<td>Greek Formal Recruitment Survey</td>
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<tr>
<td>Ewa Urban</td>
<td>Career and Student Employment Services</td>
<td>WMU Post Graduation Activity Survey</td>
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<tr>
<td>Chris Sligh</td>
<td>SALP</td>
<td>SALP Preview</td>
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<tr>
<td>Kate Bates</td>
<td>SALP</td>
<td>Student Tracking for Leadership Programs</td>
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<tr>
<td>Deb Karnemaat</td>
<td>Sindecuse</td>
<td>Patient Advocacy Patient Satisfaction Survey</td>
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<tr>
<td>Jenna Gehl-Jones</td>
<td>Sindecuse</td>
<td>Conference/professional development</td>
</tr>
<tr>
<td>Christine Iaderosa</td>
<td>Sindecuse</td>
<td>Theatre for Community Health Peer Educator Competency</td>
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2013 – 2014 PSSO ANNUAL SERVICE AWARD

Kris Kenz
Administrative Assistant,
Assistant to the Associate
Vice President of
Student Affairs

Learning & Development * Environment & Infrastructure * Healthy Behavior
2013 FALL MAKE A DIFFERENCE AWARD

Nicole Millar
Interim Director of Student Conduct

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MICHIGAN CAREER EDUCATOR AND EMPLOYER ALLIANCE, VICE PRESIDENT-HIGHER EDUCATION

Lynn Kelly-Alberston, Director of Career and Student Employment Services

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Andrew Hazelton (Eldridge/Fox GA) was accepted into the 2014-2015 College Student ACPA Ambassadors Program.

The mission of the Ambassadors Program is to promote leadership opportunities and networking connections for graduate students and new professionals within ACPA and at their home institution.
Anne Lundquist
Strategic Planning and Assessment

2013 - 2014 recipient of the ELRT Department Graduate Teaching Effectiveness Award.
THANK YOU!

Welcome Back Breakfast Committee Members

Lynn Kelly-Albertson
Beth vandenHombergh
Melissa Kuepfer
Nancy Salvaggio
Nancy Meister
Sue Coker
Anne Lundquist

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