December 2009

Dear Student Success Colleague:

I am pleased to present the Student Success Briefing Book for the 2008-09 academic year.

The Briefing Book gives you a sense of the important work that our units engage in throughout the year. The following pages are a snap-shot of each unit’s activities during the past year, including points of pride, strategic goals for the coming year, and areas for continued improvement.

Student Success continues to work tirelessly to support our students. It is clear that our staff, across the thirteen units that comprise Student Success, are passionate about what we do and dedicated to our students’ successes both in and out of the classroom.

Great things are happening in Student Success at UAlbany due to your ongoing efforts on behalf of our students. Thank you for all that you do.

Sincerely,

Christine A. Bouchard
Vice President for Student Success
BRIEFING BOOK
2008-09

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ENGAGE | LEARN | SUCCEED

Student Success provides opportunities and support for students to **engage** as contributing members of the University at Albany and to **learn** the intellectual and personal skills necessary to **succeed** in an academic community and a global society.

**To ENGAGE**

**Student Success:**
- Provides opportunities for our students that encourage full participation in the life of the university and the surrounding community.
- Encourages engagement through student volunteerism, group membership and leadership development.
- Collaborates with families, faculty, staff, alumni and the local community to increase the opportunities to support our students.
- Promotes a vibrant student body with pride in the University and an appreciation for UAlbany traditions.

**To LEARN**

**Student Success:**
- Provides educational programs, services and activities that enhance our students’ intellectual, social, cultural, professional and spiritual development, foster multicultural competency, and sustain and improve their physical and mental health and well being.
- Promotes responsible behaviors, healthy life choices and civic-minded citizenship in the university community, the local community and the world.
- Fosters respect for the diversity of our community as well as for the individuality of each student and insures that all students are extended a full and equal place in our community.
- Creates and sustains welcoming, safe and secure residential and campus-wide environments that are conducive to the academic mission.

**To SUCCEED**

**Student Success:**
- Provides a foundation for students to attain their goals by preparing them for the challenges, opportunities and responsibilities of a global society.
- Assesses the programs, activities and services that foster and enrich the student experience.
- Promotes a student-centered perspective throughout the University.
DURING THE 2008-09 ACADEMIC YEAR...

...7,443 students were assigned to campus housing;
...430 freshman were assigned to increased occupancy housing;
...2,411 new freshman were enrolled (50.8% men, 49.2% women) at UAlbany;
...27.3% of these students were minorities;
...81 freshman entered the Honors College;
...7.4% of new students were from outside of New York State;
...3% of new students were from outside the United States (international students);
...the most popular intended majors were Psychology, Business and Accounting and Communication;
...Success Within Reach, the new student handbook, was distributed to all freshman and transfer students;
...Indian Quad Dining Hall and Tuscarora Hall were closed for renovations;
...UAlbany senior Richard Bailey was murdered off campus on October 21, 2008;
...planning for the Campus Center’s renovations began;
...the Health and Counseling Centers moved to their new, state of the art facility at 400 Patroon Creek;
...80% of Parents Council members were very satisfied with updates and alerts from the University;
...the University Counseling Centers STEPS Alcohol Screening and Brief Intervention program received the NASPA “Grand Gold” medal as the best student affairs program in the country;
...97% of UAlbany students used their UAlbany email account;*
...93% of UAlbany students (above the national average) believed UAlbany was diverse;*
...83% of UAlbany students enjoy learning for the sake of learning.*

* Based on spring 2008 “Profile of Today’s College Student” survey, UAlbany student responses.
UNIT OVERVIEW:
The Campus Center seeks to manage the building, its programs and facilities, and to maximize the effectiveness of the University’s central meeting place and community hub. Campus Center Management is active and central in the coordination of the Campus Center’s four current functions: student center, conference center, student services center and the campus’ primary dining facility. This unit is invested heavily in the planning and facilitation of the building’s events, and acts as a planning resource for hundreds of special events and their sponsors. As the campus plans for the renovation and expansion the physical structure of the Campus Center, this unit is actively involved in surveying and analyzing recent trends in student center renovation and services to properly position this much needed improvement to the campus infrastructure.

MISSION:
The Campus Center is the nucleus of the academic podium and provides a welcoming source for meetings, socialization, dining, and services for students, faculty, staff, alumni, and guests.

GOALS:
- Encourage and enhance the University at Albany community by providing a welcoming, inclusive atmosphere that supports the social, cultural and academic growth of our students, faculty and staff
- Position the Campus Center for viable, highly effective growth through its renovation and renewal
- Provide effective meeting and event support for the Campus Center’s constituencies

LEARNING OUTCOMES:
1. Students will recognize that the Campus Center contributes to the sense of community at UAlbany by increased usage of the facility, as exhibited in attendance at the various cultural, social and academic programs.
2. Students will be able to identify cultural aspects other than their own and relate their cultural identity in the context of a diverse community through participation in the cultural programs in the Campus Center and the exploration of the resources in the center.

POINTS OF PRIDE:
- **Renovation and Conversion of the Commuter / Transfer Lounge** - A three-way collaboration produced a furnished and renovated lounge ready for the fall semester opening.
- **Maintained the Campus’ most used facility effectively in a year of increased meeting room usage** - The Campus Center’s meeting room usage increased 15% in events and meetings over the previous year and increased 3% in time used, a 5 year high. Facilitation staffing continued to rely solely on an undergraduate student staff with over a 120 hour academic year week.
- **Co-managed the successful relocation of Indian Quad residential dining** - Along with U.A.S. and Chartwells management, the Campus Center helped to plan and implement a successful move of 1500+ daily diners to the Campus Commons with a positive impact.
CONTINUOUS IMPROVEMENT:
1. **Student office space management** - Better management is needed with regard to the assignment, evaluation, and maintenance of the student group offices in the Campus Center. Working with Student Involvement and the liaison structure, as well as the custodial support team, the inventory of student group offices will need to be evaluated regularly and reassigned if necessary. Regular cleaning schedules will be established to maintain the spaces with an early warning system in place that will identify areas needing improvement in their stewardship of this limited resource. Campus Center Management will contribute funds and purchasing management to the refurnishing initiative.

2. **Student staff supervision and training** – The Campus Center will establish a graduate assistant position which will focus this year on the scheduling, training and supervision of student staff.

3. **Campus Center Planning** - Campus Center management will be significantly involved in the planning of the three phase renovation projects to the Campus Center. It will be an active agent in the facilitation of the Main Lobby renovation and the transitions to and from the construction phases. This unit will maintain furnishing and area maintenance cycle plans to serve as a structure for the planned upkeep of the multi-purposed / multi-faceted facility.

2009-10 STRATEGIC GOALS:
1. Campus Center Management will provide guidance in the University’s ongoing efforts to renovate and design a state-of-the-art Campus Center prior to 2012.

2. Campus Center Management will collaborate with U.A.S. and Chartwells to manage the dining experience for State Quad students in a positive and efficient manner during the State Quad Dining Hall Renovation.

3. Campus Center Management will collaborate with Student Involvement to affect a positive change in the student group offices within the Campus Center.

4. With the assistance of the new Campus Center Graduate Assistant, there will be effective student staff management with increased recruitment and supervision.
UNIT OVERVIEW:

Career Services provides career counseling, decision-making guidelines, and planning assistance to undergraduate, graduate, and doctoral students as well as alumni. These services include career assessments, help in selecting a major, gaining experience through internships or community service, searching for jobs, changing careers, and preparing for graduate school. Our office hosts and co-sponsors career fairs, manages on-campus recruiting, and offers a large number of programs throughout the year to benefit the University at Albany student body.

MISSION:

Career Services educates students to empower them in making gratifying career decisions and to develop, transition, and function successfully in a diverse and global society.

GOALS:

- To motivate students to pursue internship, study abroad, volunteer, and community service experiences in order to gain knowledge, develop skills, and become engaged participants in society.
- To encourage students to take personal responsibility for their life plans, such as pursuing advanced education, choosing a career, and conducting an effective job search.
- To maintain a variety of partnerships with employers, campus academic departments, and university administrative offices that contribute to the breadth and effectiveness of our services.

LEARNING OUTCOMES:

2. Engage in the life of the University and other communities as participants and leaders to develop skills and gain experience for future careers.

3. Develop career goals and identify resources needed for their attainment.
POINTS OF PRIDE:

- **Lavender Award 2009** - Awarded by the Gender and Sexuality Concerns Office at the first Lavender Graduation in May 2009.

- **Increased Connections with Students** – Drop-in appointments increased 34%, Workshop attendance increased 5.2%, Counseling appointments increased 2.4%, Registration with UA CareerPath (formerly MonsterTRAK) increased 23%.

- **High Ratings from Students on Both Counselor and Event Evaluations** - 97% of students said that their appointment with a counselor helped motivate them to do more toward their career development while 98% of students said that they learned more about the topic addressed than they previously knew at workshops attended.

- **Staff Leadership Involvement in State and East-Coast Organizations** – These organizations include SUNYCDO and the EACE annual conference.

CONTINUOUS IMPROVEMENT:

1. **Employer Relations** - Continue to establish relationships with employers that will benefit our students and alumni.

2. **UA CareerPath Registration** - Try to increase the number of students and alumni registered on UA CareerPath, so they have access to our internship and job database as well as other career tools.

3. **University Relations** - Continue to establish relationships with student groups and various departments to meet their students’ specific career needs.

2009-10 STRATEGIC GOALS:

1. Continue to increase internship opportunities in the Capital Region and State Government by establishing relationships with agencies of interest.

2. Update the content and format of our Web pages so that they are in accordance with the University’s new requirements and look; “go live” with new version by the end of summer 2010.

3. Explore alternate sources of funding by forming a small committee to come up with suggestions and possible targets, and then pursue said opportunities.

4. Explore closer collaboration with academic departments to improve collection of data concerning master’s and doctoral students who graduated.

5. Explore closer collaboration with other SUNY and CUNY institutions with the goal of sharing opportunities, strategies and resources.

6. Increase collaborations to enhance services delivered to alumni, and to enlist participation of alumni in delivery of services to other users of this office through panels and mentoring-type relationships via AlumNet.
UNIT OVERVIEW:

Chapel House is home to Catholic Campus Ministries, Protestant Campus Ministries, and Hillel, the office for Jewish Student Life. These groups provide programs that are faith-based, inter-faith based, and social. They provide opportunities for students, regardless of their religious affiliation, to participate in social action and outreach programs such as local homeless shelters, food pantries, hurricane Katrina relief and participate in numerous health related programs such as local and national cancer and heart associations. In addition, Chapel House is available for use by individuals and organizations affiliated with the University for programs, meetings, and ceremonies such as baptisms, weddings, and memorial services.

MISSION:

The objective of the Center is to: establish and maintain a building or buildings near the University at Albany, SUNY, for use as a religious center by students, faculty, and employees-including facilities for religious services, group meetings, conferences, research, counseling and related activities; to provide that such buildings and facilities shall be used by individuals, religious groups and organizations associated or affiliated with the University at Albany; to receive and disburse funds and to hold property for the purpose of such work.

GOALS:

- To provide a place for Catholic, Inter-denominational Protestant, and Jewish students to worship.
- To provide interfaith opportunities and leadership within the founding faith groups as well as interfaith outreach to the wider campus community
- To provide a spiritual center where all students, faculty, and staff of the UAlbany community may come to explore/nurture their spiritual selves.

LEARNING OUTCOMES:

1. Students will become more knowledgeable about their own and other faith traditions.
2. Students will engage with students and others of other faith and/or cultural traditions.

POINTS OF PRIDE:

1. Diversity Grant Student Success - This grant allowed us to develop our library collection beyond its focus on Christian and Jewish texts to incorporate multiple books on Buddhism, Hinduism, Islam, and Interfaith.
2. E-L-S Award Student Success - Awarded to Chapel House for their "commitment to Student Success’ s mission to help our students Engage-Learn-Succeed and especially for their support and promotion of diversity and inclusion at the University at Albany"
3. Interfaith Program with Jordanian Women’s Delegation - Hosted and participated in a round table discussion on Islam with a delegation of Muslim women from Jordan brought to the US by the Department of State, representatives from the Muslim Student Association and The Interfaith Story Circle of the Capital Region.

2009-10 STRATEGIC GOALS:

1. Improve effectiveness of our Board of Directors.
2. Update our mission statement.
3. Develop a set of long-term goals.
4. Create a meditation space within the confines of our limited space. Reevaluate how we are using current space to determine where and how to do this.
5. Continue outreach to students not of the founding faith groups - try to establish a relationship with local community and religious leaders of other faiths-Islam, Hindu, Buddhist to provide religious, spiritual, and cultural opportunities for our students; develop more interfaith programming.
UNIT OVERVIEW:
The Office of Conflict Resolution & Civic Responsibility will:
• Meet with students to resolve formal student conduct referrals and to inform and educate students about their rights, responsibilities, and options for resolution of their cases;
• Provide consultation with and presentation(s) to faculty, staff, and students as it relates to the campus judicial system, the student code of conduct, and methods of resolving conflict;
• Assist in the coordination of campus resources and support services in the resolution of student behavioral problems via a team approach which includes leadership and participation in: BRISK, CUBIT and Divisional Serious Cases Meetings;
• Develop, interpret and enforce the student code of conduct code – Community Rights & Responsibilities
• Recruit, select, and train members for the Committee on Student Conduct, Judicial Board, and the University Community Accountability Board

MISSION:
The Office of Conflict Resolution & Civic Responsibility upholds the student code of conduct that establishes standards for our students that stress the values of personal and academic integrity, respect for others and property, and the appreciation and acceptance of a diverse community.

GOALS:
• Promote an environment where respect for the individuality of each student is valued and the principles of justice and civic responsibility are upheld and insure that all students are extended due process regardless of their abilities, race, ethnicity, gender, age, sexual orientation or religion
• Maintain, disseminate and educate students with regards to Community Rights and Responsibilities, the student code of conduct
• Provide students, faculty, and staff with access to consultation services, conflict resolution and alternative dispute mediation
• Empower community members to embrace and put into practice the restorative principles

LEARNING OUTCOMES:
1. Students will recognize that a code of conduct exists and that, as citizens of the University, they will be held accountable for violations of said code.
POINTS OF PRIDE:

- **President’s Award for Leadership 2008** - Mr. Bryant Gaspard (Board member & UCAB facilitator) received the prestigious “Justice Award” 2008.

- **ASCA (Association of Student Conduct Administrator’s)** - Mr. Clarence L. McNeill received the Circuit 2 (New York, Vermont & Connecticut) Member of the Year Award.

- **SUNYJA (State-Wide Judicial Administrator’s)** - Mr. Clarence L. McNeill elected as President of the Association in SPRG 08; Ms. Sally A. D’Alessandro remained as “chair” of the Membership Committee; and Ms. Nancy M. Lauricella was elected as Secretary.

CONTINUOUS IMPROVEMENT:

1. **Assessment** - Office needs to develop a formal assessment tool to solicit feedback from its constituents as to whether or not we’re meeting the goals of our mission

2009-10 STRATEGIC GOALS:

1. Increase the pool of faculty who sit on the Committee of Student Conduct. The University Senate establishes the Committee on Student Conduct. This Committee is established to serve as the primary hearing body in cases initiated by faculty and administrative offices, including residence-based cases as circumstances require and in cases which involve graduate students. The Committee also considers, reviews, and recommends policies, procedures, and regulations relating to student conduct.

2. Conduct focus groups and point of contact survey’s as part of the creation of a campus-wide “civility campaign”.

3. In conjunction with the Youth Assistance Program, we will develop an educational intervention aimed at violations of the drug policy as per Community Rights & Responsibilities.
UNIT OVERVIEW:
The Counseling Center provides psychological assessment and individual and group treatment for all students as well as specialized services for student athletes, academically underachieving students and students mandated for high-risk drinking related infractions. Consultation and crisis response are provided to manage campus crisis situations and to provide triage and emergency assistance to students in acute psychological distress. Prevention and health promotion services address a range of health and psychological issues including sexual health, alcohol and other drug prevention and sexual assault prevention. The Counseling Center’s two peer assistance programs offer course credits to undergraduates who provide peer assistance through a hotline and peer education. As an APPIC-approved program, the Counseling Center provides internship and pre-internship training for advanced doctoral students.

MISSION:
The University Counseling Center promotes the emotional and behavioral health, furthers the social development, and enhances the academic productivity and personal well-being of University at Albany students.

GOALS:
- To promote the mental health and well being of our students by providing psychological counseling, assessment and consultation that is specific to the needs of the University at Albany student body.
- To enhance campus health and safety through the development of risk management strategies aimed at the prevention of and coordinated response to psychological crises, as well as through the broad scale delivery of clinical and educational services.
- To offer full access to services that are sensitive to and knowledgeable about the diversity of backgrounds, cultures, and individual personal characteristics and which promote the success of all students.
- To develop, implement, and evaluate innovative evidence-based prevention and health promotion programs.
- To provide training and supervision for graduate and undergraduate students within our nationally-recognized undergraduate peer assistance programs and in our doctoral training program for advanced students in clinical and counseling psychology.
- To encourage staff development, self assessment and resource development to ensure the maintenance and improvement of services and the mounting of innovative evidence-based responses to students’ complex and ever-changing needs.
LEARNING OUTCOMES:

1. Students will learn the characteristics of healthy and safe personal choices and will practice safe and healthy behaviors in the areas of alcohol and other drug use, sexual behavior, interpersonal and intimate partner relationships and mental health.

2. Students will learn how to recognize and address situations in which their peers or other members of the campus community may be at risk, including situations in which another’s health or well-being is compromised due to victimization resulting from discrimination, potential violence, or other forms of risk.

3. Students, faculty and staff will increase their knowledge, skill and comfort in responding to the suicidal and disruptive behavior and other mental health concerns of students.

POINTS OF PRIDE:

- **Access to Psychological Services** - Individual, couples, and group psychological counseling was provided to 1179 students and clinical consultative services to 1071 student, their families and University personnel.

- **Early Intervention and Prevention of High Risk Alcohol Use** - More than 14,000 UAlbany undergraduate and graduate students within three sub-populations – student-athletes, first-year students, and students seeking health and counseling services on campus – were screened for alcohol abuse and related negative consequences.

- **Bystander Intervention in Sexual Assault and Suicide Prevention** – Developed and delivered a set of targeted Bystander Training sessions designed to be relevant and responsive to the needs of a variety of audiences, including professional staff, faculty, and students.

- **Professional Contributions to the Prevention Field** – multiple awards for programming and multiple publications by staff members in nationally recognized scholarly journals.

- **Excellence in Peer Services** - Middle Earth Peer Assistance Program has earned national recognition from the BACCHUS Peer Education Network for its overall program, and the program has received $10,000 in funding support for program dissemination from the Dominion Foundation.

CONTINUOUS IMPROVEMENT:

1. **Access to Counseling Services** - The Counseling Center continues to analyze data regarding the impact of its off-campus move.

2. **Early Intervention for High Risk Alcohol Use in Judicially Mandated Students** - Based on published studies, BASICS emerges as the most effective program for this very challenging population; our program will be altered and will again be evaluated.

2009-10 STRATEGIC GOALS:

1. Teach, support and encourage an active informed and engaged student body to reduce the barriers to seeking mental health services.

2. Enhance targeted population-specific and responsive STEPS Alcohol Screening and Brief Intervention Program to address the needs of UAlbany fraternities and sororities.

3. Develop and launch programs and media campaigns that encourage bystander interventions that address multiple concerns including relationship violence and sexual assault prevention.

4. Initiate a formal self-study of the internship training program within the context of the updated guidelines for internship training promulgated by the American Psychological Association.
UNIT OVERVIEW:

The DRC promotes and supports intellectual growth, and the development of personal and educational goals for students with disabilities. The DRC promotes inclusion of students with disabilities in all programming and policies of the University. The DRC promotes self-advocacy for students with disabilities and encourages its students to partake of the numerous leadership opportunities that exist on and off campus. The DRC serves as a central resource for technical assistance to the University community with respect to information about disabilities, assistive technology, reasonable accommodation and other disability related topics.

MISSION:
The Disability Resource Center (DRC) supports students by ensuring a fully accessible living and learning environment for the University’s programs, services and activities in order to prepare them for a successful future in a diverse and global society.

GOALS:
• Help the University and all of its members to remain in compliance with state and federal laws relating to people with disabilities in higher education.
• Offer services to students with disabilities after documenting their disabilities; recommend reasonable accommodations for their usage while in class and while participating in activities or programs on campus.
• Recommend and/or purchase assistive technology to be used by students with disabilities.
• Offer educational opportunities and resources to be used by the campus community that promote greater awareness and understanding of people and their issues.
• Seek external funding to benefit disabled students and the Disability Resource Center.
• Manage a university-wide Testing Program for students with disabilities.

LEARNING OUTCOMES:
1. Will be able to identify their specific disability and functional limitations and strengths resulting from their disability
2. Demonstrate the ability to determine and state their accommodation needs
3. Will be able to follow the process for testing accommodations.
DRC Student Population

POINTS OF PRIDE:

- **Second Time Around Boutique** - A university-wide garage sale raised funds for the Disabled Student Scholarship Fund.
- **Development of Safe Space Training Program** - A Safe Space Ally Training Program was developed to create visible allies for LGBTQ students. This training will be offered twice a month throughout the Fall Semester.
- **27th Annual DRC Awards Luncheon** - This motivational event was attended by over 200 people. It honors a wide array of students with disabilities who receive small scholarships for their GPAs and associated activities.
- **4th Annual “Recipe for Success” Transition Conference** - This highly successful annual collaboration completed its 4th year with over 300+ people in attendance from 8 school districts. This collaborative effort was co-sponsored by UAlbany, HVCC, Questar (BOCES), VESID, and Columbia Greene Community College.
- **“The Wheels I Ride”** - A diversity program co-sponsored with C.H.A.R.G.E. It examined the intersection of race, ethnicity, disability & sexual orientation. The format was a panel discussion.
- **Asperger’s Support Group** - Utilized an SSW 290 intern to develop a support group for students with Asperger’s Syndrome. The group was so successful it will run again during Fall ’09.

CONTINUOUS IMPROVEMENT:

1. **DRC Assessments** - Will be reviewed and revised during summer 2009.
2. **Learning Outcomes** - Developed learning outcomes for the DRC and its constituents. Researched what other universities have as their Learning Outcomes.
3. **WebPage** - Ongoing enhancements are made to the web page each semester.

2009-10 STRATEGIC GOALS:

1. Meet with all new students with disabilities to get them registered, documented and familiar with the services and staff of the DRC.
2. Acquire assistive technology to be used by DRC staff to benefit students with disabilities.
3. Continue ongoing fund raising efforts to enhance the Disabled Student Scholarship Fund.
4. The DRC will further architectural and programmatic access for people with disabilities at UAlbany.
UNIT OVERVIEW:
The UAlbany Health Center serves the student community by providing primary care medical services throughout the calendar year. The Health Center also minimizes public health risk through active co-operation with the Albany County DOH to insure a campus free of communicable disease. The Health Center maintains campus compliance with PHL-2165 and 2167. The Health Center also provides guidance to all campus departments when required regarding any medical or health related issues as they pertain to the student environment and individual students.

MISSION:
The University Health Center provides University at Albany students consistent, high-quality primary health care that promotes the good physical health and well-being to support academic success and life long healthy habits.

GOALS:
- To provide sensitive Primary Care, including Women's Health care and Psychiatric care, to the UAlbany student population on a timely basis appropriate for need.
- To evaluate all students with risk of TB, clarify non-communicable status and offer education and treatment when warranted.
- To support students with special needs within the larger campus (housing, parking, academic support).
- Maintain compliance with AAAHC requirements and federal and state regulations.

LEARNING OUTCOMES:
1. Students will learn to obtain appointments in a manner consistent with expected behavior in the community at large. This includes making appointments for routine appointments as well as acute non-emergent visits. Four years ago the HC could expect 40-50 walk in visits for non-urgent conditions. By means of an aggressive educational program accomplished via web information and personal instruction within the Health Center current walk-ins number 5-10 during a busy day with the majority being urgent and therefore appropriate for walk in.
2. Students will continue to learn about appropriate management of acute self limited viral illnesses with particular attention to the avoidance of unnecessary antibiotic use. A clear concise UAlbany HC Antibiotic Policy is on our website with appropriate CDC and American Academy of Family practice links. In addition patient handouts are provided when appropriate during office visits accompanied by clear explanations from HC physicians and mid-levels. Further enhancement of this skill set to be accomplished by student use of self care algorithms.
Points of Pride:

- **Transition to Paperless EMR system** - With only one other SUNY HC making the transition this past year (and with UAlbany experiencing a much smoother transition).
- **PHL-2165 Compliance** - Obtained a compliance with MMR/PHL-2165 of 97.4% for the past academic year.
- **Successful test of Pandemic plan for HC** - With the recent Pandemic level being raised to 6, the HC’s plan was essentially successful. Full test will await anticipated second wave in the coming months.
- **AAAHC Certification** - Maximum 3 year recertification from AAAHC anticipated.

Continuous Improvement:

1. **Student Access to HC** - Via a collaborative effort between Patient Service Staff, Administration and Nursing Staff the process by which appointments were obtained was simplified resulting in greater student satisfaction/timeliness and satisfaction with process.

2. **Pandemic Planning** - Plan completed, recognized as an ongoing effort with serial revision anticipated.

3. **Electronic Medical Record System and Patient Interface** - Ongoing development with serial upgrades and improvements as noted in strategic plans.

2009-10 Strategic Goals:

1. Transition to an active interface with lab and potentially radiology
2. Superior student access to UAlbany HC via on-line appointments, self check in, confidential e-communication
3. Website upgrade with particular attention to self-care guidelines and potential for on-line medical advice. Thus serving dual purpose of student education regarding necessity of office evaluation vs. self-care. Will also potentially limit influenza spread through use of self care directed algorithms, thereby minimizing unwarranted health center visits. Long term potential for electronic patient follow-up (consistent with developing models of patient centered care including the “medical home”).
4. Continual evaluation of potential transition to a Hard Waiver Health Insurance plan. The current Student Health Insurance plan was chosen in part with consideration of its advantages in the event we were to move to this Hard Waiver System. Interim President Phillip has been made aware of past efforts in this area and has expressed interest in pursuing this in the coming year. With President Phillip being made permanent, we hope to move forward.
5. Develop a structured smoking cessation program available to students in a group setting, offered to students upon identification as tobacco users.
UNIT OVERVIEW:

OMSS advises each member group of the Multicultural Student Advisory Council (MSAC) which is made up of elected, appointed and emerging student leaders of color on campus. We conduct an annual MSAC leadership retreat and monthly MSAC meetings. The retreat and meetings include workshops designed to enhance the knowledge, understanding and skills necessary to exercise effective leadership. We also advise the LGBT groups on campus. Our office operates the Multicultural Resource Center, which sponsors and co-sponsors cultural, educational and social programs targeted to the overall university community. We serve as a resource for general diversity concerns and questions and offer information, placements and referrals for summer and academic year employment/internship opportunities.

MISSION:

Multicultural Student Success develops and maintains a culturally inclusive and supportive campus environment that promotes and enhances the academic excellence, personal growth and leadership development of African, Latino, Asian and Native American heritage (ALANA) students.

GOALS:

- Acclimate ALANA and LGBT students to the culture of UAlbany
- Assist ALANA and LGBT student leaders in determining and assessing their educational goals, academic skills & leadership skills
- Refer ALANA and LGBT students to support services to help them achieve educational goals and attain or refine academic skills necessary to perform adequately in the classroom
- Promote the intellectual, career, social, and moral development of all students
- Promote and deepen each UAlbany student's understanding of his or her own culture and heritage
- Provide training in leadership skills and other personal and social skills for ALANA and LGBT students and those seeking to assist them
- Offer or identify appropriate mentors and role models for ALANA and LGBT students
- Provide educational efforts for all students that focus on: awareness of cultural differences, awareness of gender and sexuality issues, self-assessment of cultural, gender and sexuality awareness and possible prejudices, and changing prejudicial attitudes or behaviors
LEARNING OUTCOMES:

1. Respect the diversity of our community as well as the individuality of each member
2. Engage in the life of the university and other communities as participants and leaders

POINTS OF PRIDE:

- **30th Annual MLK Jr. /Black History Month Luncheon** - The luncheon featured Dr. Frank Pogue, the creator of the event. Dr. Pogue proved to be even more popular than the previous speaker. The event was attended by 334 faculty, staff, community members and students from UAlbany. 30 student attendees were from local middle and high schools. This represents the 2nd year there has been a record breaking turnout at this event.

- **EOP Cultural Connections Homecoming Event** - OMSS co-sponsored and co-organized a talent showcase as part of the EOP reunion weekend with coincided with Homecoming 2008. The event was held in the University Hall and was very well attended by students, faculty, staff, parents and alums.

- **23rd Annual Spellman Awards** - There were 1081 Spellman Award Recipients. This represents the highest number of recipients since we began recording the data. Latino males increased from 110 in '07 - '08 to 145 in '08 – '09.

- **Multicultural Resource Center** - Initiated the transformation of CC 343 into a Multicultural Resource Center. As a result of the minor additions we were able to make, students began request the space for group meetings and study sessions. The MRC will officially open in Fall of 2009 and we have hired a GA to serve as the coordinator of the space.

- **UAlbany Magazine** - OMSS was highlighted in the Fall 2008 edition of UAlbany magazine as part of an Article entitled “Diversity That Enriches Learning”

CONTINUOUS IMPROVEMENT:

1. **Support for LGBT Students of Color** - Applied for an intern to help groups develop more programming which focused on LGBT issues in Asian, African and Latino heritage communities.

2009-10 STRATEGIC GOALS:

1. Increase participation of student leaders at the Annual MSAC Retreat
2. Increase awareness of the existence and location of the Multicultural Resource Center
3. Increase collaborative efforts with Athletics designed to increase ALANA student attendance at athletic events
4. Increase support for LGBT students of color
UNIT OVERVIEW:

The Orientation Office provides services and transition programs to approximately 6,500 incoming freshmen, transfers and their families within 10 freshman, 10 transfer and 17 parent orientation programs throughout the academic year and summer. The Director is responsible for the creation of mailings, coordinating all aspects of program development including facilities, food service, lodging and workshops/activities, web site, tracking payments, and evaluation of programs. A new staff of 25 is recruited, screened, hired and trained each year to assist in conducting programs. Programs allow opportunities for students and families to interact with campus administrators and faculty and other students while providing information that will ease their transition to the University.

MISSION:

Orientation facilitates the transition of new students into the University at Albany by preparing them for educational opportunities and social responsibilities; integrating them into the intellectual, cultural, and social climate of the University; and introducing appropriate support resources.

GOALS:

- Facilitate the transition of new students into the University at Albany.
- Prepare students for educational opportunities and social responsibilities.
- Integrate students into the intellectual, cultural and social climate of the University.
- Introduce parents and families to appropriate support resources.

LEARNING OUTCOMES:

1. Freshmen can identify co-curricular opportunities, actions they can take be to successful academically and can identify some of UAlbany’s institutional ‘values.’
2. Transfers can identify where to go if they have a question and actions they can take to assist them to be successful academically.
OUTLINE

POINTS OF PRIDE:

• Transfer SPC '09 Program Revised - Created a program schedule for SPC '09 that gave transfer students opportunities to interact with Orientation Assistants, faculty/staff at Resource Fair, and gave them information materials to use at home.

• Additional training for Orientation Assistants - Created a mid-year training module to improve spring orientation program delivery.

• UAS presentation to Freshman SPC parents - Worked with UAS to refine their presentation to freshman parents in SPC '09 to better represent the high quality of their services to students on campus.

CONTINUOUS IMPROVEMENT:

1. Transfer Student Programs - Based on Orientation Assistants and transfer student evaluations of the SPC '09 program as re-designed after review of '08 Benchmark Survey, continued need to improve staff training and modify program in appropriate ways.

2. Orientation Assistant Training - The 3 Week Leadership Training Program is in need of re-development based upon amended job responsibilities of OA's. Need for more hands-on training experiences to simulate actual activities/skills required.

3. Administrative Assistant Training - Review and revise current training materials and activities for new staff serving as AA’s to better represent the breadth of expectations in the position.

2009-10 STRATEGIC GOALS:

1. Create and implement on line payment option for orientation fees using the TouchNet Marketplace system.

2. To be trained on new Reddot software to allow us to update our website.

3. Work collaboratively to create opportunities for transfers to interact with staff and faculty and offer additional information opportunities as new advisement delivery system is developed by ASC.

4. Benchmarking Survey to further evaluate orientation programs.
UNIT OVERVIEW:
The Parent Program serves as a resource for parents and family members. Parents Council members receive information regarding campus events and programs through regular email updates. The Parent Liaison is responsible for maintaining and updating the Parents Council web site with important dates, frequently asked questions, and the most recent version of the Parents Handbook.

MISSION:
The Parent Program provides family members with a link to campus resources and provides timely communication to assist parents in supporting their son or daughter's academic success.

GOALS:
- Link parents with campus resources.
- Provide timely responses to parent questions/needs.
- Counsel parents regarding their concerns with UAlbany and/or their son or daughter.

LEARNING OUTCOMES:
1. Parents will be able to identify a person they could contact if they had a question that needed to be addressed.
2. Parents will be able to articulate the services offered to parents at UAlbany.

POINTS OF PRIDE:
- **Parents Survey** - Conducted the first survey of the Parents Council. Utilized results to determine where changes should be made and established a timeline for implementing those changes.
- **Five year Assessment Plan** - Determined a five year Assessment Plan for the Parents Program.
- **Parents Council Web Site** - Added additional resources and information to the Parents web site ex. LGBTQ, Sexual Assault, Commencement, and Personal Safety links.
CONTINUOUS IMPROVEMENT:

1. **Recruit more parents of color** - Parents survey found a discrepancy in the percentage of Caucasian parents compared to Parents of Color.

2. **Recruit more parents of transfer students** - Parent’s survey found a discrepancy in the number of parents who join when their son or daughter is a freshman compared to those that transfer to UAlbany.

2009-10 STRATEGIC GOALS:

1. Improve services for UAlbany Parents; per survey results, better coordination with offices such as Student Accounts to inform parents of important dates and bills. Add Epay link and instructions to Parents web site.
2. Improve the parents’ web site; update template to newest UAlbany version, add additional resources to web site (Epay, tips for parents, etc.).
3. Increase membership in the Parents Council; greater outreach to Multicultural and Transfer parents; information about Parents Council and Liaison sent out during the 2010 welcome packet to deposited students.
UNIT OVERVIEW:
To achieve this unit's mission, the Director of Personal Safety & Off-Campus Affairs sponsors, coordinates and is involved with personal safety programs for the University on campus as well as personal, property and fire safety programs for the University off campus with other colleges, law enforcement agencies, city officials, business owners and community groups. The unit strives to improve relations between college students off-campus and their long term neighbors, develop alcohol abuse prevention programs off campus, improve the quality of life in neighborhoods where college students reside, and assist the University in its community outreach programs and initiatives in addition to assisting the University Police Department with community education and public relations and coordinating support for student victims of serious crime.

MISSION:
The Office of Personal Safety & Off-Campus Affairs strives to improve the safety of students, faculty and staff as well as relations between the University and the larger community in which it resides.

GOALS:
- Improve the safety of students, faculty and staff on and off campus.
- Strive to improve relations between the University and the larger community in which it resides.
- Educate our students concerning their responsibilities as both a member of the University community and a member of the larger community in which the University resides.
- Strive to improve community outreach and engagement efforts on behalf of the University to increase our institution’s visibility in the local community.

LEARNING OUTCOMES:
1. Off-campus students will gain a greater awareness and acceptance of their rights and responsibilities as both tenants and responsible members of the local community by a number of educational and enforcement initiatives and programs. Ultimately, this will result in the improvement of the quality of life in the neighborhoods in which they reside with a number of our off-campus students getting involved as both participants and leaders in this regard. In addition, they will learn to respect the diversity of the local community in which they live (i.e. long term and older residents).

2. Students will gain a greater awareness of the steps they can take to improve their own safety both on and off campus through a series of educational initiatives and programs. This will result in their making healthy life choices concerning their social needs which often involve the consumption of alcohol.
POINTS OF PRIDE:

- **Midtown Neighborhood Watch** - The Midtown Neighborhood Watch celebrated its third anniversary in April 2009. This off-campus safety program has expanded both in terms of the number of volunteers and the number of shifts scheduled each month.

- **The Committee on University & Community Relations** - continue to be contacted by individuals and institutions across the country on a regular basis as the Chairperson of the Committee on University and Community Relations about our model campus-community collaborative and its many programs and initiatives. This committee will begin its nineteenth year this fall.

- **New “Personal Safety and Off-Campus Affairs” website** - assisted with the creation of a new website for “Personal Safety & Off-Campus Affairs” that provides personal safety tips to all members of the University community and personal, property and fire safety tips to our off-campus students.

CONTINUOUS IMPROVEMENT:

1. **Improve the safety of students off campus** - As a result of examining year to year comparisons of crimes (nature and number) committed against our students off campus, create new safety initiatives and revise current safety initiatives. Additional methods in getting safety tips to on and off-campus students have been initiated including the new “Personal Safety and Off-Campus Affairs” website and a monthly personal safety tips pocket brochure published for the Midtown Neighborhood Watch to hand out during their patrols off campus.

2. **Improve relations between the University and the larger community in which it resides; specifically regarding the behavior of our students off campus** - As a result of examining year to year comparisons of student arrests off campus, the number and nature of calls to the “Off-Campus Hotline” and anecdotally the observations of long term residents, new behavioral initiatives/expectations are created and current behavioral initiatives/expectations are revised. Our current methods in instilling appropriate behavior by our students when off campus (i.e. proactive educational efforts and reactive efforts such as judicial referrals for those more serious arrests) seem to be working.

3. **Improve community outreach and engagement efforts by the University** - As a result of examining year to year comparisons of the number and scope of community outreach and engagement initiatives in which we are involved, current initiatives are improved and new initiatives are created. During 2008-2009, the unit became involved in the Community Day Planning Committee and has recently begun to assist with improving relations between the University and local neighbors and neighborhood groups regarding the new student housing project on the Uptown Campus.

2009-10 STRATEGIC GOALS:

1. Continue to expand and improve the “Dump & Run” Recycle/Reuse and Community Relations Program (off-campus component) for spring 2010.

2. Create and distribute widely a tenant and landlord rights and responsibilities brochure for fall 2009.

3. Increase the role of the Midtown Neighborhood Watch program to make the environment safer and more secure by recruiting more volunteers from the University and the College of St. Rose.

4. Continue to improve the new “Personal Safety and Off-Campus Affairs” website.
UNIT OVERVIEW:

The Department of Residential Life provides both traditional and apartment style housing for 7400 undergraduate students during the academic year and specialty housing, including summer conferences, throughout the summer. Our functional units within the department include assignments and all financials associated with assignments; Facilities and operations, which includes the full participation in the planning and implementation of building renovations and facility upgrades, and collaboration with Plant to insure quality facility management; Supervision of over 250 professional and para-professional staff who are responsible for the daily management of the residence halls including community development through a learning outcomes programming model, managing several Living Learning communities, and the enforcement of Community Rights and Responsibilities.

MISSION:

The Department of Residential Life creates and sustains inviting, intellectual and inclusive living communities which foster students' academic success, personal growth and overall well being.

GOALS:

- Maintain Occupancy for Residence Halls and University Apartments.
- Provide Safe and Secure Facilities.
- Provide opportunities for students to participate in programs designed to enhance their residential experience and facilitate their academic success.
- Continue to recruit, hire and train a competent and diverse professional and student staff.
- Work collaboratively with other offices to successfully meet all of the goals stated above.

LEARNING OUTCOMES:

1. Demonstrate behaviors of mutual respect.
2. Positively contribute to their community.
3. Work to overcome challenges.
4. Display life skills.
5. Demonstrate habits that positively contribute to a sustainable environment.
6. Exhibit pride in the University at Albany.
POINTS OF PRIDE:

- **EOP Second Chance Scholarship- Raffle Night** - In honor of EOP celebrating its 40th Anniversary, the Department of Residential Life donated all proceeds from its annual Raffle Night to their “Second Chance Scholarship” fund, which provides monetary assistance to students in need. Together with Student groups and vendors in the Capitol Region, the event raised over $3,000.00 to benefit the EOP Program.

- **“Walk with Me” Program for Domestic Violence** - This fall, several quads took on the domestic violence prevention campaign. Staff members hung up fliers, tabled and went door to door to spread the word. They sold ribbons and handed out t-shirts to raise awareness. The week ended with a 5K walk where all participants wore t-shirts in support of ending domestic violence. The program was a resounding success and raised over $400.00 to benefit a Women’s Shelter in the Capitol Region.

- **Adopt-A-Family Program** - Residential Life staff members adopted local families this winter through the St. Paul’s Center, a shelter in Rensselaer County for homeless women and children. Students and staff worked together to make sure every item on the families wish lists were purchased. Dozens of items were donated and delivered in time for Christmas.

- **Holiday Heroes Program** - Residential Life teamed up with Parsons Child and Family Center in Albany and to sponsor children living in group homes and foster families. Staff members shop from the children’s wish lists, make donations or can volunteer to help directly with the cause.

- **Assessment Committee** - Assessment committee continues to evaluate and develop recommendations that are designed to facilitate the department’s success at meeting our goals.

CONTINUOUS IMPROVEMENT:

1. **Assignments and Room Change Procedures** – Enhance satisfaction in this area by utilizing an on-line program that will allow students to sign up for a space on their own. Work with Admissions to identify possible bed shortfalls due to enrollment increases in a timelier manner.

2. **Technology** - Continue to enhance website. The website needs to be more interactive and useful for both prospective and current students and families. This will include developing a web page which will be a useful tool for parents and students as well as increasing the mediums we will use to communicate with them, such as Facebook, blogs, podcasts and instant messaging.

3. **LLCs and Theme Housing** - Identify ways to increase faculty interaction with students.

   While some current LLCs, such as Honor’s College and Proj Ren, have been very successful, others such as Japan House and Francophone have not. ResLife will be discontinuing the less successful LLCs and look for ways to engage faculty and other staff in the more successful Theme Houses.

2009-10 STRATEGIC GOALS:

1. **Bystander Training** – Provide staff and students with training to increase students’ ability to confront situations that negatively impact the community.

2. **Community Development** – work closely with CR2 to provide Res Life staff with additional tools to increase community in the residence halls.

3. **Sustainability** – increase sustainability efforts through sustainability theme houses, increased programming through the sustainability office

4. **Community Service** – Increase of community service opportunities with the Leaders in Service programming efforts.

5. **LGBT Efforts** – Continue to provide support to the LGBT community, through identifying gender neutral bathrooms, the LGBT liaison, and continued collaborative efforts with the LGBT community.
UNIT OVERVIEW:
The Office of Student Involvement and Leadership ensures that all students know of and are encouraged to engage in co-curricular activities by helping students build connections between their university curricular and co-curricular activities. The unit provides guidance, advice and support to student groups and, in particular, student government by offering a range of opportunities to strengthen leadership skills to create life-long competence and accomplishment. SI&L also promotes campus traditions that cultivate relationships and encourage connections to other and a pride in the University in addition to fostering an environment that is inclusive of all student and furthers interaction and learning among diverse groups of students, faculty and staff.

MISSION:
The Office of Student Involvement and Leadership promotes student involvement through in-class and out-of-class learning opportunities and experiences that enhance the cultural, intellectual, leadership, personal, and professional development of UAlbany students. The office has adopted the research which shows that “involvement leads to success.”

GOALS:
- Consistent communication and advisement of groups and management of student events.
- Maintain and enhance our services to our Multicultural groups and students.
- Continue to develop our relationships with other offices including UPD, Residential Life, Plant Department, Alumni and Athletics.
- Continue to encourage, plan and propose quality late night programming sponsored by student organizations.
- Develop meaningful leadership developmental opportunities for student leaders as well as recognition ceremonies.
- Continue to improve our relationship with and support of Student Association.
- Support and develop Fraternity and Sorority Affairs on campus.
- Organize and present quality major events for the President and the University.
- Enhance the day-to-day operations of the outer office in Campus Center 130.
- Continue to upgrade our web site, weekly E-news, and other technology based services.
- Support security and maintenance of public order at student events.
LEARNING OUTCOMES:
1. Students will be aware of and engage in large scale community building events and activities.
2. Majority of students (above national averages) will make choices to attend, participate, coordinate and lead activities and organizations which have been started, created and organized by the current student body.

POINTS OF PRIDE:
- **On Campus Events Continue To Increase** - Academic reservations increased by nearly 100 reservations to 1,156 academic space reservations were made through this office. Of those, most were for regularly scheduled meetings though about a quarter were for events. Our Greek organizations had the most events and meetings on campus (235) followed by the pre-professional groups (102) and the cultural groups (100). The rise in pre-professional groups and their activities continues to be a positive trend. When combined with Danes After Dark events, the number of on-campus program offerings has significantly increased over the past five years.
- **Fountain Day and other major events** - Each year the unit strives to take post-event notes and continue improvements to the effectiveness and cost-efficiency of major events. For example, successfully managed Fountain Day activities despite record number of attendees through the implementation of a no re-entry policy and allowed the lower fountain level to remain open throughout the event. These were successful safety decisions based upon post-event feedback in 2008. At Torch Night this year, worked with vendors to reduce the expense involved in the gifts provided to seniors as well as the fireworks.
- **MyInvolvement** - The use of MyInvolvement continues to increase and with further assessment and implementation of even more user-friendly interfaces.
- **Hazing Outreach** - Planned and executed a visit by the nationally renowned speaker Hank Nuwer as well as developed more comprehensive pledge education program.
- **ODK Faculty Secretary of the Year** – Beth Conrad named National ODK Faculty Secretary of the Year.

CONTINUOUS IMPROVEMENT:
- **Student Association** - The Student Association, particularly its financial processes and internal controls, continue to need attention and support.
- **Leadership Development** - While assessments show an increase in leadership development from high school for our students, continually developing further opportunities for students to increase their leadership skills is necessary.
- **Greek Affairs** - The increase in hazing allegations as well as assessment feedback continue to point towards the need to bolster standards and structure for the Greek systems.
- **Reservations** - Finding a process which satisfies both student leaders as well as the facility managers continues to be a challenge. This year a reorganized process will bring about improvements.

2009-10 STRATEGIC GOALS:
1. Investigate and implement ways to raise income for major events through sponsorships and/or sales of commemorative items
2. Re-organize the Greek system to better align with national standards and best practices
3. Work with Campus Center Facilities and Operations to enhance the reservations process to meet the needs of both the student organizations and the management of the Campus Center space
4. Support the Student Association’s new initiative for their inaugural speaker series and re-organizations of their financial processes
5. Continue to improve our leadership development offerings including reorganizing the Leadership retreat and enhancing the emerging leaders program
UNIT OVERVIEW:
The University Police Department is dedicated to providing community policing, 24 hours a day, every day, working to maintain and improve the safety, security and quality of life in the University community.

MISSION:
The University Police Department, in partnership with the University community, strives to create a peaceful and safe environment, as free as possible from threats to safety and well being, in order to enhance the quality of the academic life at the University at Albany. To achieve this, University Police have merged time-tested policing fundamentals with contemporary technology, to deliver a broad spectrum of police services in the context of community policing.

GOALS:
- The University at Albany Police Department exists to serve all people with respect, fairness, and compassion.
- We are committed to the prevention of crime and the protection of life and property; the preservation of peace, order, and safety; the enforcement of laws and ordinances; and the safeguarding of Constitutional guarantees. To this end, we seek to create a safe and secure campus environment in which the educational mission of the University can be realized free from the specter of crime.
- With community service as our foundation, we are driven by goals that enhance the quality of life for all in our community. We seek solutions to problems that detract from that quality, thereby fostering a sense of comfort and security in our community.
- We nurture trust by holding ourselves to the highest standards of performance and professionalism.

LEARNING OUTCOMES:
1. Community will learn that UPD is dedicated to partnership.
2. Students will learn several highly recommended strategies to avoid being victimized in an urban setting.
POINTS OF PRIDE:

- **Video Used as a Teaching Tool** - Community Education Series video entitled, “Sexual Assault – The Rape Kit” won a SUNY-CUAD award for best in category for a Public Service Announcement.

- **Diversity in Recruitment** - Continuing recruitment efforts have furthered the diversification in the University Police Department. The current demographics are: 16% women (15% white female, 1% black female); 15% black male; 69% white male.

- **Employee Awards** - SUNY Police Chief's Association awards for professionalism went to Officers John McGuire, Steven Scoons, Brandy Barnard, Jason Dube, Benjamin Nagy and Lt. Christopher Prusak. Officer Jeffrey Iovinelli was cited for heroism after entering a burning building to rescue a resident before the fire department and APD arrived. The Lawrence E. Gaal Award for Professional Service (Police Officers) was awarded to offers Peter Farnum and Alan Lapage. Officer of the Year Award: Officer Steven Grassmann. SSA of the Year Award: SSA Todd Matthews. Robert F. Foster Award for Professional Service (Security Services Assistants) was awarded to SSAs Steven Kozlowski and Coleen Longobucco.

- **New Officers Distinguish Themselves** - UPD Officer Johanna Fitch graduated first in her class at the Zone 5 Regional Law Enforcement Academy. Classmate Officer Aaron Cady earned the “Top Gun” award for his firearms proficiency. In addition, Officer Carrie Kane graduated from the academy in third place.

- **Addition to the SSA Ranks** - The Security division was bolstered with the addition of SSAs Jill Dematteo, Arber Dragoj, Monica Holmes, Benard Mancellari and Bret McGrady.

CONTINUOUS IMPROVEMENT:

1. **Say it Better and Shorter** - Work with the Student Association to craft effective messages to students about safety.

2. **Live Scan** - Electronic fingerprint submission.

2009-10 STRATEGIC GOALS:

1. Increase crime closure stats through the use of the Mid-Atlantic Great Lakes Organized Crime Law Enforcement Network.

2. Complete all steps for integrating UPD into the federal program, Live Scan, wherein all fingerprinting will be digitally recorded versus ink on paper before the January 1, 2010 deadline.

3. Re-tune the Department’s micro-programming initiative to increase coordination and communication between UPD and Residential Life staff in the quads.

4. Manage the Department’s transition from the New York State Police Information System (NYSPIN) to the integrated Justice Portal with no loss of function.

5. Create an internal supervisory manual to serve as reference and in-service guide for supervisors.

6. Conduct a comprehensive assessment of the communications needs related to the changes scheduled to take place by 2012.

7. Initiate a pilot Bike Patrol program to conduct community outreach in select areas in the city of Albany, town of Guilderland, and on-campus on bicycle safety and awareness, conduct inspections and minor repairs as needed.

8. Support the Capital District Campus Public Safety Directors and Police Chiefs training initiative.
UNIT OVERVIEW:
The Office of the Vice President provides leadership for the Division of Student Success and serves as the centralized communication point for internal and external constituents. The OVPSS works collaboratively with other executives, students, faculty, and staff at UAlbany to promote a healthy campus community and to plan, organize, and administer the mission, goals and functional responsibilities of the Division.

MISSION:
Student Success provides opportunities and support for students to engage as contributing members of the University at Albany and to learn the intellectual and personal skills necessary to succeed in an academic community and a global society.

GOALS:
To ENGAGE
Student Success:
- Provides opportunities for our students that encourage full participation in the life of the university and the surrounding community.
- Encourages engagement through student volunteerism, group membership and leadership development.
- Collaborates with families, faculty, staff, alumni and the local community to increase the opportunities to support our students.
- Promotes a vibrant student body with pride in the University and an appreciation for UAlbany traditions.

To LEARN
Student Success:
- Provides educational programs, services and activities that enhance our students’ intellectual, social, cultural, professional and spiritual development, foster multicultural competency, and sustain and improve their physical and mental health and well being.
- Promotes responsible behaviors, healthy life choices and civic minded citizenship in the university community, the local community and the world.
- Fosters respect for the diversity of our community as well as for the individuality of each student and insures that all students are extended a full and equal place in our community.
- Creates and sustains welcoming, safe and secure residential and campus-wide environments that are conducive to the academic mission.

To SUCCEED
Student Success:
- Provides a foundation for students to attain their goals by preparing them for the challenges, opportunities and responsibilities of a global society.
- Assesses the programs, activities and services that foster and enrich the student experience.
- Promotes a student-centered perspective throughout the University.

LEARNING OUTCOMES:
Students will be able to…
1. Make healthy life choices that reflect a balance of intellectual, mental, physical, professional, social, and spiritual well-being.
2. Respect the diversity of our community as well as the individuality of each member.
3. Engage in the life of the university and other communities as participants and leaders.
4. Develop goals and identify resources needed for their attainment.
5. Communicate effectively, appropriately address and resolve challenges, and manage conflict.
POUNDS OF PRIDE:

- Enhanced LGBT Experience - Based on the LGBT Campus Climate Index, a national assessment tool, the University at Albany received an overall rating of 4 out of a possible 5. This is an increase from last year’s Campus Climate rating of 2.5 (out of 5).

- Encourage & Facilitate National Award Nominations - The Vice President’s Office actively promoted the nomination of programs from units across the Division for national and regional awards. The University’s Counseling Center was selected as the “Grand Gold” recipient for their BASICS alcohol screening intervention program by the National Association for Student Personnel Administrators (NASPA) and was recognized as a premier student affairs program at the Association’s annual meeting in Seattle, WA in March ’09.

CONTINUOUS IMPROVEMENT:

1. Communications Schedule - The Office of the Vice President instituted a “communications schedule” to ensure both timely and systematic dissemination of pertinent information to the campus community. The second year of the schedule’s use (2009-10) will ensure an even more efficient and routine distribution of notices to students, faculty, staff and parents.

2009-10 STRATEGIC GOALS:

1. Student Success Development: Develop a plan for a formal fundraising appeal to Divisional staff to the University’s Annual Fund in support of the Division’s programs and activities as well as an outreach campaign to contributors to the Division’s various Foundation accounts.

2. Enhance Transparency in Assessment Efforts: Advice students of the Division’s/University’s on-going assessment (survey) activities as well as informing students of assessment results and how results are/will be utilized.

3. Highlight the Work of Units Throughout the Division: Introduce the Student Success Spotlight series, a series featuring presentations that “spotlight” the creative and innovative programs and services by units throughout the Division.

4. Further Enhance the Division’s Educational Initiatives: Give further structure to the Division’s Graduate Internship Program and the NASPA Undergraduate Fellows Program as well as examining continuing education for current staff across the Division.

5. Student Success ‘Goes Green‘: Consistent with this year’s SUCCESS Grants focus of environmental stewardship and sustainability, the Vice President’s Office is committed to “going green” whenever feasibly possible.

6. Provide Leadership for Pandemic (H1N1) Planning and Preparedness: Continue to provide leadership in the university’s ongoing pandemic preparedness planning, especially as it relates to our current students.

7. Provide Guidance to the Campus Center’s Renovation Process: Continue to provide advise and counsel through various working groups on the University’s campus center renovation.

8. Coordinate Transition to “New” Web Template: Provide leadership for the move of unit’s web pages to the University’s new web template ensuring complete transition by the fall 2010.

9. Enhance Communication/Outreach to Students: Examine ways to enhance the use of email, web (to include MyUAlbany, social networking sites, and Twitter) to communicate with students frequently regarding matters of interest to them and their well-being as UAlbany students.

10. Expanded Handbook Distribution: Examine the feasibility of expanding Handbook distribution beyond just “new” students to include continuing students as well for the fall 2010.

11. Enhance ‘Explore UAlbany‘: Enhance coordination of “Explore UAlbany” as part of Great Dane Beginnings by working with faculty and others in Academic Affairs to improve academic preparation of our incoming students.
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<td><strong>No.</strong></td>
</tr>
<tr>
<td>Full-time Professional/Classified Staff</td>
<td>14</td>
<td>Full-time Professional/Classified Staff</td>
</tr>
<tr>
<td>Part-time Professional/Classified Staff</td>
<td>4</td>
<td>Part-time Professional/Classified Staff</td>
</tr>
<tr>
<td>Graduate Assistants</td>
<td>3</td>
<td>Graduate Assistants</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td><strong>21</strong></td>
<td><strong>TOTAL:</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Disability Resource Center</th>
<th>University Police Department</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Staff Type</strong></td>
<td><strong>No.</strong></td>
</tr>
<tr>
<td>Full-time Professional/Classified Staff</td>
<td>3</td>
</tr>
<tr>
<td>Part-time Professional/Classified Staff</td>
<td>0</td>
</tr>
<tr>
<td>Graduate Assistants</td>
<td>3</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td><strong>6</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Health Center</th>
<th>Multicultural Student Success</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Staff Type</strong></td>
<td><strong>No.</strong></td>
</tr>
<tr>
<td>Full-time Professional/Classified Staff</td>
<td>18</td>
</tr>
<tr>
<td>Part-time Professional/Classified Staff</td>
<td>12</td>
</tr>
<tr>
<td>Graduate Assistants</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td><strong>30</strong></td>
</tr>
</tbody>
</table>
STUDENT SUCCESS ASSESSMENT

Research, in the form of various survey instruments, has been an on-going effort Division-wide. Documentation associated with on-going assessment research below details the research activities that have taken place over the course of the 2008-2009 Academic Year.

Survey research occurs at two levels. The first, in association with the University’s Office of Institutional Research, Planning and Effectiveness (IRPE), includes the development and administration of “home-grown” survey instruments. The second are national benchmarking study efforts which include surveys administered by professional organizations and often include a benchmarking feature.

<table>
<thead>
<tr>
<th>Study</th>
<th>Unit</th>
<th>Assessment Agency</th>
<th>Dates Administered</th>
<th>No. Attempted</th>
<th>No. Responded</th>
<th>% Responding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Great Dane Beginnings Assessment</td>
<td>OVPSS</td>
<td>OVPSS/ITLAL</td>
<td>August to September 2008</td>
<td>1,500</td>
<td>746</td>
<td>50%</td>
</tr>
<tr>
<td>NODA Benchmarking Survey</td>
<td>Orientation</td>
<td>StudentVoice</td>
<td>September to October 2008</td>
<td>3,597</td>
<td>1,216</td>
<td>34%</td>
</tr>
<tr>
<td>NY-Alert Follow-Up Survey</td>
<td>OVPSS</td>
<td>IRPE</td>
<td>October 2008</td>
<td>22,356</td>
<td>1,743</td>
<td>8%</td>
</tr>
<tr>
<td>Student Affairs Colloquium – LGBT</td>
<td>OVPSS</td>
<td>SurveyMonkey</td>
<td>October 2008</td>
<td>50</td>
<td>24</td>
<td>48%</td>
</tr>
<tr>
<td>Parents Survey</td>
<td>OVPSS</td>
<td>IRPE</td>
<td>November 2008</td>
<td>3,752</td>
<td>942</td>
<td>25%</td>
</tr>
<tr>
<td>Student Affairs Colloquium – Legal Issues</td>
<td>OVPSS</td>
<td>SurveyMonkey</td>
<td>November 2008</td>
<td>90</td>
<td>28</td>
<td>31%</td>
</tr>
<tr>
<td>Fraternity and Sorority Survey</td>
<td>OVPSS</td>
<td>IRPE</td>
<td>November to December 2008</td>
<td>167</td>
<td>51</td>
<td>31%</td>
</tr>
<tr>
<td>Living-Learning Community</td>
<td>OVPSS</td>
<td>IRPE</td>
<td>November to December 2008</td>
<td>54</td>
<td>35</td>
<td>66%</td>
</tr>
<tr>
<td>Survey of Recent Graduates (May 2008)</td>
<td>Career Services</td>
<td>IRPE</td>
<td>November 2008 to June 2009</td>
<td>1,705</td>
<td>414</td>
<td>24%</td>
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<tr>
<td>Student Affairs Colloquium – Persistence</td>
<td>OVPSS</td>
<td>SurveyMonkey</td>
<td>February 2009</td>
<td>52</td>
<td>12</td>
<td>23%</td>
</tr>
<tr>
<td>Health Center Satisfaction Survey</td>
<td>Health Center</td>
<td>ACHA</td>
<td>February to March 2009</td>
<td>3,904</td>
<td>710</td>
<td>18%</td>
</tr>
<tr>
<td>Student Involvement Study</td>
<td>Student Involvement</td>
<td>StudentVoice</td>
<td>February to March 2009</td>
<td>2,990</td>
<td>537</td>
<td>18%</td>
</tr>
<tr>
<td>Student Conduct and Safety Study</td>
<td>UPD &amp; Conflict Resolution</td>
<td>StudentVoice</td>
<td>February to March 2009</td>
<td>5,489</td>
<td>1,224</td>
<td>22%</td>
</tr>
<tr>
<td>National College Health Assessment</td>
<td>Counseling Center</td>
<td>NCHA</td>
<td>March 2009</td>
<td>1,050</td>
<td>956</td>
<td>92%</td>
</tr>
<tr>
<td>Student Affairs Colloquium - Bystander</td>
<td>OVPSS</td>
<td>SurveyMonkey</td>
<td>March 2009</td>
<td>95</td>
<td>25</td>
<td>26%</td>
</tr>
<tr>
<td>Student Affairs Colloquium – Social Networking</td>
<td>OVPSS</td>
<td>SurveyMonkey</td>
<td>April 2009</td>
<td>56</td>
<td>25</td>
<td>45%</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td></td>
<td></td>
<td></td>
<td><strong>46,907</strong></td>
<td><strong>8,688</strong></td>
<td><strong>19%</strong></td>
</tr>
</tbody>
</table>
ADVISORY COMMITTEES

Staff from units in Student Success as well as faculty and staff from other areas throughout the campus serve on a number of advisory groups that support and inform the work of our units. These advisory groups include the following:

The **Advisory Committee on Campus Security** reviews current campus security policies and procedures and make recommendations for their improvement. (Unit(s) advised: Personal Safety and Off-Campus Affairs, University Police Department, President’s Office)

The **Behavioral Risk (BRisk) Management Committee** is responsible for reviewing campus wide policies governing risk assessment of faculty, staff and students to ensure a safe campus environment for all campus stakeholders. (Unit(s) advised: Conflict Resolution and Civic Responsibility, Office of the Vice President for Student Success)

The **Clery Advisory Committee** is responsible for ensuring annual compliance with the provisions of the Higher Education Authorization Act and Campus Security Authority Training. (Unit(s) advised: Conflict Resolution and Civic Responsibility, University Police, Office of the Vice President for Student Success)

The **College University Behavioral Intervention Team (CUBIT)** is responsible for assessing behavioral risk of individuals toward self, others or campus property and designing and implementing appropriate behavioral interventions to address and reduce risk. (Unit(s) advised: Conflict Resolution and Civic Responsibility, University Counseling Center, Office of the Vice President for Student Success)

The **Committee on University & Community Relations** works to improve relations between college students off campus and their long term neighbors, improve safety off campus, develop alcohol and other drug prevention and education programs off-campus and improve the quality of life in neighborhoods off campus where college students reside. (Unit(s) advised: Personal Safety and Off-Campus Affairs, University Police Department)

The **Disability Resource Center (DRC) Advisory Council** supports the DRC in the execution of its mission and offers insights, consultation and actions to respond to the changing needs and expectations of students with disabilities. (Unit(s) advised: Disability Resource Center)

The **Five Quad Board of Directors** is charged with oversight of the policies governing the operation of the 85-member volunteer student organization which provides emergency medical care for the campus. The Board reviews and approves any and all monetary expenditures in excess of $500.00. (Unit(s) advised: Health Center, Student Involvement and Leadership)

The **LGBTQ Concerns Advisory Committee** is an advisory group on matters related to enhancing the quality of life on campus for the LGBTQ population. (Unit(s) advised: Provost’s Office, Office of the Vice President for Student Success)

The **Multicultural Coordinating Group (MCG)** facilitates the exchange of information between members, the development of joint projects and initiatives, and the undertaking of collaborative efforts to better publicize activities and events. (Unit(s) advised: Multicultural Student Success, Office of Diversity and Affirmative Action, Office of International Education)

The **Multicultural Student Advisory Council (MSAC)** is made up of elected, appointed and emerging student leaders of color on campus. The purpose of the organization is to assist students in recognizing their individual and collective influence. The Advisory Council seeks to foster a cooperative and supportive relationship among student leaders of color in an effort to create a greater sense of unity among the overall student population on campus. (Unit(s) advised: Multicultural Student Success)
The President’s Advisory Council on the Prevention of Alcohol Abuse and Other High-Risk Behaviors provides consultation to the President regarding issues of policy and institution-wide programs and initiatives addressing a number of risk behaviors faced by our students, including alcohol abuse, underage drinking, the use of illegal substances, suicide risk, risky sexual behavior, and sexual assault. (Unit(s) advised: President’s Office, Counseling Center, University Police Department, Personal Safety & Off-Campus Affairs, Office of the Vice President for Student Success)

The President’s Advisory Council on the Prevention of Sexual Assault advises the President on matters pertaining to sexual assault and policy addressing sexual assault and related risk behaviors for the institution. (Unit(s) advised: President’s Office, Counseling Center, Office of the Vice President for Student Success)

The Residential Life Student Staff Advisory Group is responsible for providing feedback and suggestions to the Director of Residential Life in an effort to enhance the University’s housing program. (Unit(s) advised: Residential Life)

The Serious Case Management Advisory Committee reviews all ambulance transports and serious disciplinary cases to ensure appropriate follow up on the status of students by staff and to update the committee on the status of students. (Unit(s) advised: Conflict Resolution and Civic Responsibility, Counseling Center, Residential Life, Office of the Vice President for Student Success)

The Steering Committee for the Prevention of Violence Against Women (Project REACH) provides input on viable opportunities for staff development and the enhancement of the existing services in both the Albany and University at Albany community surrounding this issue. (Unit(s) advised: Counseling Center, Office of the Vice President for Student Success)

The Student Health Advisory Committee is charged with reviewing any policy-related matters involving student health and Health Center policies and related services. (Unit(s) advised: Health Center, Office of the Vice President for Student Success)

The Student Success Assessment Council serves as an advisory group to the Vice President for Student Success on matters relating to the assessment of program areas and student learning outcomes for the Division of Student Success at the University at Albany. Committee members serve as internal resources for their departments on assessment and provide leadership for the development of assessment plans and reports for the Division. (Unit(s) advised: Office of the Vice President for Student Success)

The University Police Department Advisory Committee facilitates roundtable discussions on current issues or concern related to policing on campus and on the future of community policing at the University at Albany with the betterment of the campus community in mind. (Unit(s) advised: University Police Department)