December 2010

Dear Student Success Colleague:

I am pleased to present the Student Success Briefing Book for the 2009-2010 academic year. The Briefing Book provides you with a snap-shot of each unit’s activities during the past year, including points of pride and strategic goals for the coming year.

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

Your ongoing efforts on behalf of our students are key to the great things happening in Student Success. Thank you for all that you do.

Sincerely,

Christine A. Bouchard
Vice President for Student Success
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BRIEFING BOOK
2009-2010

Student Success Mission
During the 2009-2010 Academic Year
Campus Center
Career Services
Chapel House
Conflict Resolution and Civic Responsibility
Counseling Center
Disability Resource Center
Health Center
Multicultural Student Success
Orientation
Parent Program
Personal Safety and Off Campus Affairs
Residential Life
Student Involvement and Leadership
University Police
Office of the Vice President for Student Success
Staffing Across the Division
Student Success Assessment
Advisory Committees

Produced by:
The Office of the Vice President for Student Success

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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 2009-2010 ACADEMIC YEAR...

...7,258 students were assigned to campus housing;

...H1N1 pandemic planning took center-stage, but the epidemic never emerged;

...Gender and Sexuality Resource Center opened on the third floor of the Campus Center;

...Leaders in Service program established by Residential Life to promote community service and outreach;

...Campus-wide Safe Space training offered to campus community;

...State Quad dining hall and Whitman Hall were closed for renovations;

...Planning for the Campus Center's renovations began;

...The University Counseling Centers STEPS Alcohol Screening and Brief Intervention program targeted students involved in fraternity and sorority life;

...Parkfest and Fountain Day were combined into one event;

...95% of UAlbany students text, 89% several times a day;*

...94% of UAlbany students have a Facebook profile;*

...92% of UAlbany students have more than one email account, 49% use their UAlbany email account primarily;

...50% of UAlbany students stay current with local news;*

...58% of UAlbany students use the internet for news, only 4% use newspapers;*

...64% of students believe they add to diversity to campus;*

...88% are comfortable being friends or close friends with individuals from a different racial group;*

...76% are comfortable being friends or close friends with individuals from a different sexual orientation;*

...95% of UAlbany students used their UAlbany email account;*

...91% of UAlbany students (above the national average) believed UAlbany was diverse;*

...80% of UAlbany students enjoy learning for the sake of learning.*

* Based on spring 2010 “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 of the physical structure of the Campus Center, this unit continues to survey and analyze recent trends in student center renovation and is actively involved with the planning and facilitation of the projects 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. To achieve this mission, the Campus Center staff will: Provide an inclusive environment where all members of the community are valued through quality programs, an inviting dining environment, effective support services, and safe, pleasing facilities. Manage the Campus Center's facilities and support its programs to foster interaction among the University community and enhance the quality of campus life. Manage the finite physical and financial resources to ensure balanced access for the community’s shareholders.

- 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 / event support for the Campus Center's constituencies

COLLABORATIVE EFFORTS:
- **Campus Center Renovation Planning:** The Director has worked closely with several functions of the Facilities Management area to plan the most effective renovation scheme for both the Campus Center Lobby (Phase I) and the Campus Center Expansion projects (Phase II).
- **Commons Dining:** The Director participated in a team of colleagues (from U.A.S., Chartwells, Facilities Management, and Campus Center Management) who managed another year of residential dining. Over 11,000 daily food service customers were served, with high satisfaction. Programming and cleanliness were specific areas of planning.
- **Campus Center Student Group Office Renovation:** Collaboration among the Campus Center Management, Student Involvement and the Office of the Vice President of Student Success brought the necessary amount of gravitas to effect a complete refurbishing of the student group offices in the Campus Center.
### GOALS (2009-10):

**Campus Center Management** will provide guidance in the University’s ongoing efforts to renovate and redesign a state-of-the-art Campus Center.

**ACCOMPLISHMENTS & ACTIVITIES**

Active participation in the University’s planning team, for both phases I & II were the hallmark of the year. All is poised for the implementation of a semester of construction and event relocation. An architect, with solid student center experience, has been selected for the design/build portion of phase II.

**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.

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

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

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All student group offices have been cleaned and renovated. A prototype of a shared office structure is up and running. The Director participated in the second yearly student office evaluation and assignment exercise and offices are ready for the coming academic year.

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

Extensive training and evaluation of newly-hired student employees have provided a very good foundation for the 2010-2011 staff. Handbooks for each of the Campus Center student staffs have been prepared and will be an integral part of the staff training.

### Image Descriptions

- **Campus Center Room Use (Initiated by):**
  - Student organizations: 986
  - Faculty & Staff: 2,603

- **Available 3rd floor Meeting Rooms**
  - 3rd Floor Meeting Rooms available: 2005-2006
    - 6
  - 3rd Floor Meeting Rooms available: 2009-2010
    - 3
POINTS OF PRIDE:

- **Participated as a member of the university’s Budget Advisory Group**: The Director was a member of a 40 person budget advisory group, that contributed advice to the President and Provost, in light of severe fiscal constraints.

- **Restructured the process of recruitment and training of Campus Center student employees**: Working with the first Campus Center Graduate Assistant in 30 years, a series of training manuals and new hiring / training processes were instituted to provide a deeper, more systematic means of delivering event support and building supervision.

- **Provided clients with significantly more timely bills (and re-billing)**: Billing, through the half-time support of Maxine Peacock, is providing positive cash flow for the funding of Campus Center projects and staff costs.

- **Installed and operated powerful video projection in the Ballroom and Assembly Hall**: The inclusion of top-of-the-line ceiling mounted video projectors in the two largest Campus Center meeting rooms gives these facilities equipment that is at least equal to any facility on campus.

- **Managed the purchasing process (and provided significant funding) for the refurnishing of all of the student offices**: In addition to assisting with the furnishing and funding of a total student office renovation, the prototype of the new concept of shared student group space was planned, purchased and installed in CC 307. It has been embraced as the desired mode for future renovations.

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2010-11 STRATEGIC GOALS:

1. **Campus Center Management** will provide guidance in the University’s ongoing efforts to renovate and redesign a state of the art Campus Center.

2. **Campus Center Management** will collaborate w/ Student Involvement to provide a positive environment in the student group offices within the Campus Center.

3. **With the assistance of the new Campus Center Graduate Assistant**, there will be effective student staff management, with increased recruitment and supervision.

4. **The unit will manage the loss of the Ballroom**, “a unique programming venue”, and of the Assembly Hall for 7 months. Strategies to expand the usage of the Commons and Patroon Room, in collaboration w/ UAS & Chartwells, will be explored to provide alternate venues for some of the displaced events.
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, as well as help in selecting a major, gaining experience through internships or community service, searching for jobs, changing careers, and preparing for graduate school. The office hosts and co-sponsors career fairs, manages on-campus recruiting, and offers a large number of programs (workshops, career panels, and munch and learns) throughout the year to benefit the University at Albany student body.

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

- 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 (i.e., graduate and/or professional degree), 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.

COLLABORATIVE EFFORTS:

- Welcome Back Event: Partnered with the UAlbany Campus Bookstore to provide career information and free coffee/tea to students for two days at the beginning of both the fall and spring semesters.
- Graduate School Fair: Partnered with Graduate Admissions and other offices to produce this yearly event.
- Action & Service Fair: Partnered with Community & Public Service Program, and the College of St. Rose, to expand this annual event.
- ECPY204 Partnership: Presented Career Services overview AND Resume/Cover Letter information to all 17 sections of ECPY204 (Principles of Career & Life Planning); approximately 600 students.
- Workshops for various groups: Albany Business Leaders Emerging, Alpha Kappa Alpha, Pi Kappa Chapter, Alpha Phi Alpha, American Marketing Association, Athletics, Beta Alpha Psi, CLUE CRHRA, Computer Science Dept., Delta Delta Sigma, EOP, Education Dept., English Dept., IST499, MBA, Middle Earth, National Communication Association, Omega Phi Beta, Psi Chi, Pre-Health, Presidential Honor Society, Pride Alliance, Residential Life, School of Public Health, Sigma Delta Tau, Sigma Lambda Upsilon, UNI100, Women in Govt. Fellowship Program
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<td>Increase collaboration with the Alumni Association 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.</td>
<td>We saw an increase of 14% in individual counseling appointments for alumni over the past year. Collaboration with the Alumni Association has allowed us to increase the number of alumni in AlumNet, the alumni mentor database, by over 31% in the past year.</td>
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<td>Continue to increase internship opportunities in the Capital Region and State Government by establishing relationships with agencies of interest.</td>
<td>Established internship relationships with a variety of agencies, including but not limited to: American Cancer Society, Automate Dealer Systems, Baker Public Relations, Celtic Tour, Fortitech, Legacy Banks HR Dept., Nature Conservancy, NYS Civil Service, NYS Homes &amp; Services for Aging, NYS Senator Gillibrand, NYSUT, Proctors Theater, and Time Warner Cable. Implemented Faculty Internship Forum to discuss internship-related issues twice a year with interested faculty and staff. Developed internship partnerships with Rockefeller College, School of Criminal Justice, College of Computing &amp; Information. Organized staff in-service with University Counsel Janet Thayer to educate and promote compliance with legal issues involving internships and affiliation agreements.</td>
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<td>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.</td>
<td>Six of the ten major topics are redesigned and five of them are implemented. Over 60 pages have been converted. We are on schedule to complete in time for the fall semester.</td>
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<td>Explore alternate sources of funding by forming a small committee to come up with suggestions and possible targets, and then pursue said opportunities.</td>
<td>Plans to form a committee were cancelled due to the continued poor state of the economy, with many companies/organizations limiting their charitable giving. Individual staff members looked into specific opportunities; however, no lucrative options were identified. Our 2010 Job &amp; Internship Expo yielded $2,700 through selling sponsorships and ads.</td>
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<td>Explore closer collaboration with academic departments to improve collection of data concerning master’s and doctoral students who graduated.</td>
<td>Collection and compilation methods will be developed based on departmental responses and in consultation with Student Voice in 2010-2011.</td>
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<td>Explore closer collaboration with other SUNY and CUNY institutions with the goal of sharing opportunities, strategies and resources.</td>
<td>SUNY strategies were shared as part of the SUNYCDO 2010 summer conference in Albany. SUNYCDO members debated the idea of holding the annual conference in NYC to incorporate CUNY schools. Decision was made to further explore idea for 2012.</td>
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POINTS OF PRIDE:

- **Leadership in SUNY Career Development Organization (SUNYCDO):** 1. Philippe Abraham held the office of President. 2. Noah Simon held the Newcomers Board Position. 3. Marie Rabideau and Noah Simon Co-Chaired the 3-day 2010 Conference. 4. Cathy Parker Chaired the Entertainment Committee, 2010 Conference. 5. Joe Aini was a Programming Committee Member, 2010 Conference.

- **Two Assessment Awards:** 1. Outstanding Comprehensive Assessment by a Large Unit presented to Career Services in recognition of continuous, comprehensive assessment activities which evaluate programs and services provided by Career Services in order to improve said programs and services. 2. Outstanding Assessor presented to Marie Rabideau, Career Services, in recognition of her leadership and commitment to ensuring continuous, high-quality assessment activities for her unit, her on-going utilization of assessment findings, and her dedication to her own professional development as an assessment professional.

- **Increase in Counseling Assessment:** Career Services increased our counseling assessment efforts and will continue to do so for 2010-2011. One spring 2010 assessment led to a graduate assistant presentation on the results at the summer 2010 SUNYCDO conference.

- **Peer Career Advisor Pilot:** Five PCAs were trained to assist with Drop-In Hours during the fall semester, and then utilized in the spring semester. The Career Services’ PCAs are being folded into the national award-winning Middle Earth program for 2010-2011.

- **Career Coaching:** Cathy Parker received her career coaching certification, and has offered her services to Student Success Staff. Several individuals have worked with her, and more are signed-up for 2010-2011.

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**2010-11 STRATEGIC GOALS:**

1. Explore how we can enhance our services to graduate students.
2. Continue to increase internship opportunities in the Capital Region and State Government by establishing relationships with agencies of interest.
3. Explore closer collaboration with academic departments to improve collection of data concerning master’s and doctoral students who have graduated.
UNIT OVERVIEW: Chapel House is home to Catholic Campus Ministries Newman Association; Protestant Campus Ministries/Cornerstone; and Hillel, the office for Jewish Student Life. These organizations provide and support programs that are faith-based, interfaith-based, and social. They provide opportunities for students, regardless of their religious affiliation, to participate in social action projects and outreach programs and activities both locally and nationally, doing such things as helping to set-up a homeless shelter, raising money/collecting food for local food pantries, Hurricane Katrina relief, and numerous health related programs such as raising money and awareness for the cancer and heart associations. In addition, Chapel House is available for use by individuals, University departments, and organizations affiliated with the University for programs, retreats, meetings, and ceremonies such as baptisms, weddings, and memorial services.

MISSION: The Albany Collegiate Interfaith Center strives to facilitate interfaith activities and encourage spirituality for the students, faculty, staff, and alumni of the University at Albany. The Albany Collegiate Interfaith Center operates and maintains a building, Chapel House, as well as provides support and facilities for chaplaincy and religious services, group meetings, conferences, research and related activities. The Board of Directors shall provide service and direction, and solicit financial resources to support this interfaith mission. Approved by the Board of Directors November 17, 2009

- To provide a place for Catholic, Inter-denominational Protestant, and Jewish students, faculty, and staff 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.

COLLABORATIVE EFFORTS:

- Tug of War Tour: Hillel, MSA, Cornerstone Campus Ministry and the NYS Interfaith Alliance joined efforts to bring this performance art program to campus for an evening of provocative and enlightening entertainment.
- Action and Service Fair: Chapel House co-sponsored this event with Career Services and CPSP.
- Bone Marrow Registry Drive: Chapel House held a successful drive on campus in collaboration with a local community registry organization.
**GOALS (2009-10):**

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<th><strong>ACCOMPLISHMENTS &amp; ACTIVITIES</strong></th>
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<td><strong>Improve effectiveness of our Board of Directors</strong></td>
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<td><strong>Adopt a new mission statement w/ broader focus</strong></td>
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<td><strong>Develop a set of long-term goals “where do we want to be in 5 years?”</strong></td>
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<td><strong>Create a meditation space within the confines of our limited space. Reevaluate how we are using current space</strong></td>
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<td><strong>Continue to find ways to reach/support students not of our founding faith groups.</strong></td>
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**POINTS OF PRIDE:**

- **Haitian Clothing Drive:** In Jan. 2010, shortly after the devastating earthquake in Haiti, we were contacted by a former UAlbany graduate currently on staff at UAlbany to help him conduct a clothing drive to assist the people of his country. With the help of student, staff and community volunteers, we collected, sorted, packed, and shipped over 250 boxes of clothing to Haiti.

- **Tug of War Tour Program:** Jewish and Muslim performance artists thoroughly engaged the 200+ students that attended this program of poetry and rap organized by Hillel and MSA and co-sponsored by Cornerstone and the NYS Interfaith Alliance.

- **Corn Harvest Program:** Chapel House staff and students traveled to Stanton’s Feura Farm about 20 miles from campus on several occasions to pick corn. Lots of corn! After picking, they loaded the corn into their vehicles along with other fresh produce donated by the Stanton’s and delivered it to the homeless shelter in Albany where meals are provided free of charge to those in need.

- **Memorial Garden:** Family, friends, Board members and former co-workers from the University gathered together for the dedication of the Susan Roth Sherman Memorial Garden. The garden is a focal point in front of Chapel House and was created in memory and recognition of Professor Sherman’s dedication to Chapel House and the University.

**2010-11 STRATEGIC GOALS:**

1. Revise Chapel House Orientation Materials/Religious Preference Form to be more inclusive and representative of our students’ religious affiliations/beliefs.
2. Develop and implement a series of interfaith programs on “Faith Journeys” with the first program of the series to be held in October 2010 and the second in March 2011.
3. Appoint 6 new Board members as at-large members to create a more inclusive and diverse Board of Directors.
4. Begin process of archiving historical documents and other items of significance with the assistance of the University archivist.
5. Work on website development and maintaining website.
UNIT OVERVIEW: The Office of Conflict Resolution & Civic Responsibility develops, interprets and enforces the student code of conduct “Community Rights & Responsibilities.” Student meet with staff to resolve formal student conduct referrals and to educate students about their rights and options for resolution of their cases, as well as their responsibilities to the greater University and Albany community. Consultation is provided to faculty, staff and students as it relates to the campus judicial system, which includes the student code of conduct and methods to resolving conflict. The Office of Conflict Resolution and Civic Responsibility also coordinates and participates on various committees and boards to develop solutions to student behavioral problems via a team approach. Conflict Resolution staff are responsible for the recruitment, selection and training of members for the Committee on Student Conduct, Judicial Board and the University Community Accountability Board.

MISSION: The Office of Conflict Resolution & Civic Responsibility educates students, faculty and staff on community standards as promulgated in the code of conduct “Community Rights & Responsibilities” (or CR&R). Community Rights & Responsibilities outlines the University’s values which include personal and academic integrity, respect for others and property, and the appreciation and acceptance of a diverse community.

- Promote an environment where the 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, gender expression, age, sexual orientation, or religion.
- Maintain, disseminate and educate students with regard 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” principle.

COLLABORATIVE EFFORTS:
- **Student Leadership Conference:** The Assistant Director conducted a workshop entitled, “Effective Communication Techniques for Organizations”. This annual event is co-sponsored by the Office of Student Involvement & Leadership and the Student Association to provide leadership training and skill building workshops to executive board members and leaders of University and SA recognized organizations prior to the start of the academic year.
- **Emerging Student Leaders:** The Director presented a workshop on “Promoting Civic Responsibility in the UAlbany Community” and the Assistant Director presented a workshop on “Effective Communication Techniques for Organizations.” This program was designed to assist students in developing a strong sense of self, confidence in their leadership ability, and assists them in establishing long lasting friendships so they may become active and engaged citizens of the University at Albany and the global community.
COLLABORATIVE EFFORTS (continued):

- **Great Dane Beginnings**: The professional staff conducted a workshop entitled, "Be A Greater Dane: Be The Change" as part of Opening Weekend Activities coordinated by the Division for Student Success. Great Dane Beginnings is the signature welcome event for all new frosh and transfer students to the University at Albany.

- **Community Rights & Responsibilities**: The professional staff implemented approximately 12 significant changes to the code of conduct "Community Rights & Responsibilities." These changes were made to bring the code in line with recent changes in the NYS Education Law 129, and existing definitions in the NYS Penal law.

- **Advocate 2.0**: The professional staff has identified and is in the process of purchasing a web-based (and paperless) software program designed to manage the student conduct process. This software will increase Conflict Resolution's efficiency and effectiveness in resolving student conduct issues by providing more internal control of the entire student conduct process.

GOALS (2009-10):

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<th>Goal</th>
<th>Accomplishments &amp; Activities</th>
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<td>Increase the pool of faculty who sit on the Committee on Student Conduct.</td>
<td>In conjunction with Vice President for Student Success Christine Bouchard, Provost Susan Phillips and Dr. Michael Range (Chair, University Senate) we identified 10 new faculty and staff to serve as members.</td>
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Conduct focus groups and point of contact surveys as part of the creation of a campus-wide civic responsibility campaign.  

Phase 1 (focus groups, point of contact survey's) complete.  
Informing Residential Life staff and University Police of the CR2 philosophical change has also taken place. Phase 2 begins Fall 2010.

In conjunction with the Youth Assistance Program (YAP), Conflict Resolution will develop an educational intervention aimed at violations of the University drug policy as per Community Rights & Responsibilities.  

This intervention was developed and implemented internally by the University Counseling Center.
POINTS OF PRIDE:

- **Clarence L. McNeill**: Chair, Student Support Services Chapter, University at Albany's Middle States Re-Accreditation
- **Sally A. D'Alessandro**: Rape Aggression Defense; Trained as a Rape Aggression Defense facilitator Spring 2010
- **Nancy M. Lauricella**: Recipient of the Albany County/Stop DWI, Edward A. Frank Education Award

2010-11 STRATEGIC GOALS:

1. To serve as an advocate for all students seeking to be released from Disciplinary Probation.
2. To insure that students receive written notice of the outcome of their student conduct case within 5 days from the date the incident was resolved.
3. To increase our pool of staff hearing officers by 5% and UCAB facilitators by 5%.
4. To transition our primary constituents (Residential Life and the University Police Department) to the Advocate 2.0 student conduct software program by Fall 2011.
5. Revise unit’s learning outcomes.

*NOTE: The reduction in cases from 08-09 to 09-10 is due to a change in the Conflict Resolution to institute a more restorative process. To that end, many low level first time offenses in the residence halls are handled in a restorative manner by Residential Life and not by Conflict Resolution, in order to focus on community building.*
UNIT OVERVIEW: The Center provides psychological assessment and individual and group treatment for all students, as well as specialized services for student athletes, academically underrachieving 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 Center’s two peer assistance programs offer course credits to undergraduates who provide peer assistance through a hotline and peer education. As an APPIC (Association of Psychology Postdoctoral and Internship Centers) approved program, the 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.

- Coordinate and deliver psychological counseling, assessment, and consultation services.
- Develop and provide health promotion initiatives, and alcohol and sexual assault prevention programs.
- Implement innovative interventions based on best practices, conduct program evaluation research and seek grant funding to further these initiatives.
- Train advanced doctoral students and teach undergraduate and graduate academic courses.
- Supervise the daily operation of two peer education programs.
- Develop and deliver services that are sensitive to the needs of a diverse campus.

COLLABORATIVE EFFORTS:

- Consultation with Athletics & Recreation: The Counseling Center consulted regularly with Athletics staff by educating coaches and administrators about the unique behavioral needs of student athletes and implementing effective intervention strategies with student athletes who are at risk. Services included the assistance of the Center’s Addictive Behaviors Specialist, who worked closely with the Athletics Department to reduce alcohol risk and enhance other prevention efforts such as early clinical intervention in the case of positive drug screens.
- Consultation/liaison with Residential Life: Designated liaisons from the Counseling Center maintain regular consultative communication with Residential Life professional staff on each quad. This collaboration allows for a more effective response during crises, as well as crisis prevention via timely consultation regarding emerging concerns or questions about a student’s behavior. The CARE Net program, in its seventh year, provides a benevolent alternative to judicial sanctions for disruptive behavior that emerges within the context of suicide threats, attempts, or actions and offers the student consultation and referrals based upon an assessment of needs.
- Academic Course Instruction: Counseling Center staff instructed a total of 14 academic courses across the fall and spring semesters and lectured in over 50 academic classes across a wide variety of departments.
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<td>Teach, support and encourage an active, informed and engaged student body to reduce the barriers to seeking mental health services.</td>
<td>The Counseling Center increased service visibility and access points for student engagement in clinical activity through group offerings (Stress Management Group, LGBTQ Support Group, UCC Running Club), web-based offerings, and other media methods. The Center targeted two groups of high-risk students, Veterans and Transfer students, to participate in the Interactive Screen Program, a web-based outreach to students at risk for depression and other suicide risk factors. In addition, the Center launched two professionally produced, student-focused Public Service Announcements to encourage broader awareness of and access to campus mental health resources.</td>
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<td>Enhance targeted population-specific and responsive STEPS Alcohol Screening and Brief Intervention Program to address the needs of UAlbany fraternities and sororities.</td>
<td>The Center actively engaged Greek students in the development of a STEPS intervention through focus groups to access students’ opinions regarding the needs and values of Greek Organization members. The new Greek STEPS Project was piloted in Spring 2010 and outreach into the Greek system has greatly increased.</td>
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<td>Develop and launch programs and media campaigns that encourage bystander interventions that address multiple concerns including relationship violence and sexual assault prevention.</td>
<td>The Center has developed and implemented a comprehensive and target population-specific Bystander Intervention campaign, “STEP UP UALBANY”, which addresses issues of mental health, sexual assault prevention and alcohol and other drug abuse prevention. In addition, a Bystander Intervention media campaign has been developed, addressing access to mental health services. Two public service announcements have been produced and are currently accessible through the University’s television station.</td>
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<tr>
<td>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.</td>
<td>Following a careful review, the recommendation to seek APA accreditation was made and was supported by the Vice President; funds have been committed for the accreditation process. Three doctoral interns received training; office space and appropriate video equipment is now in place. Finally, supporting documentation, e.g., the Internship Handbook is in draft form.</td>
</tr>
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</table>
POINTS OF PRIDE:

- **Access to Psychological Services:** The Counseling Center provided individual, couples, and group psychological counseling to 1133 students and clinical consultative services to 1078 students, their families and University personnel. Racial/ethnic diversity of clients was comparable to their enrollment rate at the University.

- **Early Intervention and Prevention of High Risk Alcohol Use:** More than 17,000 UAlbany undergraduate and graduate students within three sub-populations—first-year students, student-athletes, judicially mandated students and students seeking health and counseling services on campus—were screened for alcohol abuse and related negative consequences. Students identified as high-risk drinkers who participated in the Brief Alcohol Screening and Intervention for College Students (BASICS) showed significant reductions in reported drinks per week and peak drinking episodes at six months post-intervention. The Counseling Center developed and implemented both a campus-wide and student-athlete specific Social Norms Campaign that reached a wide cross-section of the campus community, including students, faculty, staff, parents, and other campus community members. Annual campus-wide assessment surveys of the UAlbany undergraduate student population conducted in Spring 2010 showed a cultural shift toward reduced alcohol use and increased use of protective behaviors, as well as significant reductions in misperceptions of alcohol use on campus. The Counseling Center earned three additional national awards for its STEPS Alcohol Screening and Brief Intervention Program. The STEPS Program has been accepted for final-level review for inclusion in the National Registry of Evidence-based Programs and Practices.

- **Bystander Intervention in Sexual Assault and Suicide Prevention:** The Counseling Center developed and delivered a set of target population-specific 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:** Three Center psychologists were invited to deliver keynote and breakout presentations focused on their award-winning STEPS Alcohol Screening and Brief Intervention Program to the Washington State College Coalition Annual Meeting and the Mississippi State College Coalition. Five Center psychologists had four articles published within major national refereed journals, two of which have been included in Special Issues addressing college drinking within the Journal of American College Health and the Journal of Studies on Alcohol and Drugs.

- **Excellence in Peer Services:** The Counseling Center’s Middle Earth Peer Assistance Program earned national recognition from the BACCHUS Peer Education Network.

2010-11 STRATEGIC GOALS:

1. Teach, support and encourage an active informed and engaged student body to reduce the barriers to seeking mental health services. Efforts will include improving the ease of access to Counseling Center Clinical Services, increasing service visibility and expanding access points such as web based services.

2. The Center will complete the next step in the process of seeking accreditation for its predoctoral internship program from the American Psychological Association. This will entail completion and submission of the application and of the supporting documents.
UNIT OVERVIEW: The Disability Resource Center 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.

- 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 program 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.

COLLABORATIVE EFFORTS:
- Disability Access: Commencement Team Leadership role by Carolyn Malloch for both Spring and Winter Commencements to foster access for guests, participants and graduates with disabilities.
- SSW 290 Interns: DRC accepted 8-SSW interns for Spring 2010. Each had a different community service project that benefitted the DRC.
- FT/PT Policy for SWD: Developed a written guideline/policy for p/t disabled students who need to be considered f/t for health insurance purposes; done in conjunction with the University Registrar and Vice Provost for Undergraduate Education.
- DRC Advisory Council: This university wide body makes recommendations to the DRC about access and other disability related issues.
- CUBIT: Consulted with CUBIT on several occasions to help determine outcomes for a disabled student.
GOALS (2009-10):

Continued to promote visibility of the office and support for students with disabilities.

Registered 100+ new UAlbany students with disabilities 2009-2010. Registered another 80+ students during the Academic year to orient them to services and get them registered with the Disability Resource Center. Professional staff had 800+ individual appointments with disabled students to meet their needs. Attended and participated in 3 Admissions Open House Programs per semester. Staff attended Orientation breakfast and luncheon “Meet and Greet” events. Sent out a Faculty Assessment that both evaluated the DRC and raised awareness of services for students with disabilities to the Faculty.

Acquired assistive technology to be used by DRC staff to benefit students with disabilities.

Purchased two updated computers and one laptop for the Director to work from remote locations. Queried other campus units for the purpose of creating e-text (Library, Copies Plus, Rapid Copy) about their copying and scanning capabilities.

Continued ongoing fund raising efforts to enhance the Disabled Student Scholarship Fund.

Held fund raiser at Cold Stone Creamery, a raffle in late Spring, reached out to alumni through Face Book and sponsored vendors in Campus Center lobby and outside areas.

The Disability Resource Center furthered architectural and programmatic access for people with disabilities at UAlbany.

Updated Disability Resource Center web-page Summer 2010. Electric door access to the Office of Registrar CC-B52. Installed Proximity Cards for an apartment on Empire Commons. The DRC Advisory Council met two times. Repaired electric door openers throughout the Podium and basement levels.
POINTS OF PRIDE:

- **Development of Safe Space Training Program**: With the encouragement of the VP for Student Success, a Safe Space Ally Training Program was developed to create visible allies for LGBTQ students. This training was offered two times a month throughout the fall and spring semesters with 100+ attendees.

- **28th Annual DRC Luncheon**: This motivational event was attended by over 200 people. It is an annual campus activity which many faculty and staff look forward to. It honors a wide array of students with disabilities who receive small scholarship for their GPA’s and associated activities.

- **Held 5th Annual “Recipe for Success” Transition Conference**: This highly successful annual collaboration completed its 5th year with over 300+ people in attendance from eight school districts. This collaborative effort was co-sponsored by UAlbany, HVCC, Questar (BOCES), VESID, and Columbia Greene Community College.

- **Asperger’s Support Group**: Utilized an SSW 290 intern to develop a support group for students with Asperger’s. The group was so successful it will run again during the all 2010 semester.

2010-11 STRATEGIC GOALS:

1. Continue to promote activities that educate and raise awareness about the DRC, its services and about disability related issues.
2. Continue to seek external funding sources to benefit and complement NYS resources.
3. Continue to develop and offer recreational and social activities for students with disabilities to further enhance their skill sets.
4. Continue to develop and promote activities that raise awareness of disability, the DRC and disability related issues for the University Campus.
5. In conjunction with other units, continue to develop, refine and offer training/activities that enhance appreciation and understanding of diversity and cultural competency.
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 request regarding any medical or health related issues as they pertain to the student environment and individual students.

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

- Provide a range of medical services encompassing prevention focused education, on-going primary care and acute urgent medical care.
- Provide a skill set enabling conscientious use of medical services (primarily self limited viral illnesses URI/gastroenteritis) fostering the mindset of a mature healthcare consumer.
- Student satisfaction with basic services provided at the Health Center.
- Minimize risk of threatening communicable diseases on campus.

COLLABORATIVE EFFORTS:

- **Novel Influenza A H1N1 Outbreak**: HC in collaboration with Student Success as well as representatives from the entire campus, the Albany County Department of Health and the New York State Department of Health in a coordinated response to the novel H1N1 Influenza Pandemic which included web-based education and vaccination clinics.

- **Project Reach Steering Committee**: The purpose of the Steering Committee is to facilitate collaborative work between UAlbany and the community in addressing violence against women at UAlbany and to assist in the development and evaluation of initiatives aimed to respond to this critical issue on campus.

- **Smoking cessation**: After initiating a collaborative interaction with Seton Health/NYS stop smoking program Health Center representatives including nursing and pharmacy met with the Counseling Center’s Dr. Brian Freidenberg to develop a non-judgmental format for identification of tobacco use and brief intervention to be initiated in a large scale this summer and fall semesters.
### GOALS (2009-10):

<table>
<thead>
<tr>
<th>Transition to an active interface with lab and potentially radiology.</th>
<th>Contract for interface with LabCorp established. Initiation of lab interface anticipated during winter break when New PyraMED 5 program is initiated.</th>
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<tbody>
<tr>
<td>Superior student access to UAlbany Health Center via on-line appointments, self check in, confidential e-communication.</td>
<td>On line appointments scheduled to begin Spring 2011 with new PyraMED 5 program. Self check in Spring 2011. Secure web portal will enable confidential e-mail communication.</td>
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<tr>
<td>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.</td>
<td>Web-based Respiratory Symptom Guidance self help algorithm in place. Significant aid in reducing unnecessary office visits during H1N1 Pandemic of Fall 2009. Web-based self management of simple gastrointestinal symptoms in place.</td>
</tr>
<tr>
<td>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.</td>
<td>No advancement made for Hard Waiver system on UAlbany Campus. Efforts re-directed toward the possibility of a SUNY wide Health Plan option while still exploring UAlbany Hard Waiver as an option.</td>
</tr>
<tr>
<td>Develop a structured smoking cessation program available to students in a group setting, offered to students upon identification as tobacco users.</td>
<td>In collaboration with Counseling Center’s Dr. Brian Freidenberg, a simple program to identify tobacco use and allow brief education with guidance for tobacco reduction by Nursing Staff and medical providers developed and put in place for Summer Semester.</td>
</tr>
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POINTS OF PRIDE:

- **H1N1 Pandemic:** Successfully navigated potential complications arising from the H1N1 Influenza pandemic with minimal impact on campus social and academic functions.

- **AAAHC Certification:** Received confirmation of a successful inspection with a full three year certification. In addition, the UAlbany Health Center received an outstanding evaluation from the AAAHC inspector.

- **PHL-2165 compliance:** Obtained a compliance with MMR/PHL-2165 of 98.5% for the past academic year.

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**2010-11 STRATEGIC GOALS:**

1. **Hard Waiver Health Insurance:** Though a Hard Waiver system is desirable, political-economic factors have prevented this goal from moving forward in its current form.

2. **UAlbany Health Center** has instituted a non-judgmental tobacco assessment at each patient visit with a simplified protocol regarding the 5 A’s of tobacco cessation (Ask, Assess, Advise, Assist, Arrange).

3. **The new web portal accompanying the software upgrade to P5** will enable on-line appointment making 24/7. This will be rolled out Spring 2011 on a limited basis and with developing familiarity will be expanded.
UNIT OVERVIEW: The Office of Multicultural Student Success oversees the operation of the Multicultural Resource Center (MRC) and the Gender & Sexuality Resource Center (G&SRC). The centers sponsor and co-sponsor cultural, gender and sexuality, educational and social programs targeted to the overall university community. We also serve as a resource for general diversity concerns and/or questions and offer information, placements and referrals for summer and academic year employment/internship opportunities. 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.

MISSION: The Office of Multicultural Student Success is committed to developing and maintaining 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) and Lesbian, Gay, Bisexual, Transgender, Queer, Intersex and Pansexual (LGBTQIP) students. To achieve this, Multicultural Student Success staff:

- Counsels and mentors students and group leaders;
- Facilitates and co-sponsors educational, cultural awareness and social activities;
- Collaborates with academic offices on campus to ensure that our students benefit from the rich diversity at the University at Albany.

- 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.
- Promote and deepen each UAlbany student's understanding of the culture and heritage of groups other than her/his own.
- 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.
**COLLABORATIVE EFFORTS:**

- **Partnered with Africana Studies:** Africana Studies 40th Anniversary Celebration and Conference
- **Participated in African American Scholar Society:** For Colored Girls Who’ve Considered Suicide When the Rainbow Isn't Enough Play performed by children from the capital region
- **Partnered with Turkish Student Association:** Turkish Republic Day
- **Participated in EOP Student Administrative Council:** Night to Remember - Celebration for EOP graduates and their guests
- **Partnered with YMCA:** Black and Latino Youth Achievers Northeastern Summit

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<tr>
<td>Increase participation of student leaders at the Annual MSAC Retreat</td>
<td>Offered co-sponsorship incentives to groups that participate in the retreat. Opened the retreat to leaders of gender and sexuality based groups. As a result of our efforts, participants increased from 36 to 65.</td>
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<tr>
<td>Increase awareness of the existence and location of the Multicultural Resource Center</td>
<td>Created OMSS booklet for usage at orientation and opening weekend events which included the location of the MRC. Announced the creation of the MRC at the MSAC retreat. Created a facebook account for the MRC which included information about it's location and activities.</td>
</tr>
<tr>
<td>Increase collaborative efforts with Athletics designed to increase ALANA student attendance at athletic events</td>
<td>Purchased 25 tickets to the UALBANY Siena game to give out to ALANA students in order to expose them to UALBANY Basketball. Posted the Athletic Calendar in the MRC and posted upcoming games on the MRC facebook page.</td>
</tr>
<tr>
<td>Increase support for LGBT students of color</td>
<td>Created the Gender and Sexuality Resource Center in CC 332. Posted LGBT resource information in the MRC. Posted multicultural resource information in the G&amp;SRC.</td>
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![MSAC Leadership Retreat Participants](image1.png) ![MSAC Leaders Average GPA](image2.png)
POINTS OF PRIDE:

- **Gender and Sexuality Resource Center**: The Office of Multicultural Student Success created the Gender and Sexuality Resource Center in August 2009. The UAlbany Gender and Sexuality Resource Center (GSRC) is located in Campus Center 332 and provides a safe, interactive environment for students of all identities to hang out, engage on topics of gender and sexuality, and acquire resources. The center has become immensely popular in its inaugural year.

- **In Our Own Voices Recognition Award**: In July 2010, the Director of the Office of Multicultural Student was awarded the Friend of the Family Award for the office’s support for LGBTQ people of color in the Capital Region.

- **MSAC retreat**: As a result of our efforts, participants at the retreat increased from 36 to 65. This represented an 81% increase in participants over the previous year.

- **Lavender Graduation & Reception**: The Office of Multicultural Student collaborated with the Student Association to organize the 2nd Annual Lavender Graduation. The event featured Dr. Ron Simmons an ALANA/LGBT alum, doing awareness work in Washington D.C.

- **Black and Latino Achievers Award**: In June 2010, the Director of the Office of Multicultural Student was awarded the Black and Latino Achievers Award for the office’s support for Black and Latino students in the Capital Region at the Elementary, Secondary and Tertiary level.

2010-11 STRATEGIC GOALS:

1. Increase student usage of the Multicultural Resource Center.
2. Develop male retention plan in collaboration with Academic Support Services.
3. Develop Programming initiatives incorporating the G&SRC and MRC.
4. Re-organize the MSAC retreat in order to remove conflicts with Student Involvement Leadership Retreat.
UNIT OVERVIEW: The Orientation Office provides services and transition programs to approximately 6,500 incoming freshmen, transfers and their families within 10 freshman, 9 transfer and 15 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.

To achieve this, the Orientation Office:
- Coordinates orientation communications, programs and services for new students and their families to ensure a smooth and informative start at the University.
- Collaborates with numerous offices/services on campus to provide high quality information delivery and clean, safe facilities.
- Promotes student staff positions to ensure a diverse staff that represents the campus community.

COLLABORATIVE EFFORTS:
- **Epay: Orientation Fee**: Worked with Student Accounts and ITS to create a new online payment system for charging, collecting and tracking Orientation fees.
- **CNSE Advisement**: Worked with CNSE staff and ASC Director to facilitate the advisement of CNSE undergraduate students as part of new student orientation for the first time during SPC 2010.
- **Expansion of Resource Fair**: Summer Sessions staff joined in the Resource Fairs for SPC 2010 and indicated their participation assisted in facilitating new students’ enrollment in summer school 2010 sessions. Orientation staff posed for “Thank You” postcard for Summer Sessions. Also new were Alumni Association, Connect by Hertz, and Multicultural Student Success & LGBTQIP which provided greater visibility for our diverse populations.
- **Portable SUNYCard Stations**: Eased traffic flow to obtain SUNYCard, created greater efficiency in schedule, provided time for additional student interaction, and decreased distraction in the offices of SUNYCard and Registrar.
- **Out-of-Classroom Academic Initiatives**: Multiple meetings with Assistant Vice Provost for Student Engagement supported the implementation of initiatives to enhance the out-of-classroom academic experience of undergraduate students and promoted the marketing of “Explore UAlbany,” a part of Great Dane Beginnings.
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<td>Move assessment process for transfer student programs from in-house IR to Student Voice. Move dashboards and other reports to be stored with Student Voice.</td>
<td>Successfully moved assessment processes for student programs and former data to Student Voice. All reports were uploaded to Student Voice for storage and future use.</td>
</tr>
<tr>
<td>Collaborate with University offices regarding upcoming changes that will require program changes (food service for freshman program will require such, as will having the Campus Center offline will mandate changes for all programs this summer).</td>
<td>Multiple meetings with various offices led to successful planning and execution of the 2010 program: Worked with Chartwells Dining and Catering Services to provide meals for students and parents utilizing Indian Quad Dining Hall and Courtyard as well as Campus Commons in order to accommodate Giants Training Camp and construction issues. Utilized new portable SUNYCard Stations on Indian Quad to minimize traffic and disturbances in Campus Center Offices. Maximized efficiency of distribution of SUNYCards. Worked with Parking Management and Facilities Management to identify and secure adequate parking for incoming students. Secured facilities, grounds and rain plans for each aspect of programs.</td>
</tr>
<tr>
<td>Review and revise Orientation Assistant and Administrative Assistant Training Programs and materials to improve inadequacies indicated in SPC Annual Reports.</td>
<td>Multiple meetings with former and current staff to re-build training programs, manuals and workshops that addressed inadequacies and established learning outcomes for student leadership training. Improved skills and effectiveness of office staff through increased participation in the group leader training.</td>
</tr>
<tr>
<td>Revise spring transfer Orientation according to feedback gained from surveys, internal annual reports and meetings with colleagues.</td>
<td>Conducted additional staff training during fall semester. Restructured timing of events of program based upon evaluative feedback.</td>
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**Transfer Student Orientation Fall 2009**
Transfer admissions goal is 1350. The Orientation goal is 1300.
% of Orientation goal met: 97%

**Transfer Student Orientation Spring 2010**
Transfer admissions goal is 400. The Orientation goal is 375.
% of Orientation goal met: 108%
POINTS OF PRIDE:

- **Improvement of Schedules and Transfer Resource Guide**: Orientation schedules and the Transfer Resource Guide created a more powerful and professional impression of UAlbany through the use of school colors, higher quality paper and printing.

- **Spirit Zone**: SPC 2010 Orientation program promoted school spirit for freshmen through program that emphasized excellence of academic programs and school traditions. Students were introduced to the UAlbany Fight Song and UAlbany website that highlights UA spirit. Students were encouraged to participate in Spirit Fridays throughout the program and with t-shirt giveaways.

- **Letter from President**: President Philip commended the Orientation Office and its staff on a job well done especially under challenging circumstances. The letter was read to the staff at the annual dinner.

- **Community Service**: Orientation staff volunteered over 100 hours during the summer at the Regional Food Bank of Northeastern NY Farm and the Capital City Rescue Mission.

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2010-11 STRATEGIC GOALS:

1. Review and revise Orientation Assistant and Administrative Assistant Training Programs and materials to improve inadequacies indicated in SPC Annual Reports.
2. Improve and update website, bringing it in line with University template.
3. Review evaluations of Transfer Summer Planning Conference to determine effectiveness of changes.
4. Align Orientation programs to reflect the objectives outlined in the upcoming University’s Strategic Plan.
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 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. To achieve this, the Director of Parent Programs: maintains connections with University administrative offices to provide timely answers to parent questions; and, disseminates information to parents via Parents Council email list serv.

- 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.

COLLABORATIVE EFFORTS:
- **Homecoming/Parents Weekend**: Worked with various campus offices to create the Homecoming/Parents Weekend 2009 schedule.
- **Commencement**: Collaborated with the University Events office to ensure that parents’ questions about commencement weekend were answered.
- **Orientation**: Worked closely with the Director of Orientation to ensure that parents’ needs were met while they attended the Planning Conferences throughout the year.
- **Multicultural Parent Outreach**: Collaborated with members of Educational Opportunity Program, Multicultural Student Success, Admissions, and Residential Life to attract more parents from diverse backgrounds. September 2009 email was sent to all EOP students asking them to encourage their parents/family members to join the Parents Council.
- **Office of the Vice President for Student Success**: Collaborated with Dusty Abshire, from Student Voice, in addition to Mike Christakis and Natalie Sena from the Vice President’s Office, to create, implement and evaluate the Parents Survey conducted in Fall 2009. Anatomy of the a UAlbany Parent created in Spring 2010. A Your Voice poster was created using data from the 2009 survey.
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<td>Improve services for UAlbany Parents</td>
<td>EPay link added to parents web site to make it easier to pay tuition.</td>
</tr>
<tr>
<td>Improve the parents web site</td>
<td>EPay link added to parents web site to make it easier to pay tuition. LGBT, Sexual Resource Center, and Personal Safety web site links were added to the Parents site.</td>
</tr>
<tr>
<td>Increase membership in the Parents Council</td>
<td>Membership increased by over 250. Membership total grew to more than 4,000 parents. Parents Council information included in Admissions new on-line packet in May 2010. Welcome emails sent in September to EOP and Transfer students in an attempt to reach parents that may not attend traditional parent orientation sessions.</td>
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</table>
POINTS OF PRIDE:

- **Parents Survey**: Conducted satisfaction survey of the Parents Council using Student Voice. A custom benchmark was established to compare the data from 08-09 to 09-10. Utilized results to create dashboards to share with various constituencies. OVPSS created an Anatomy of the UAlbany Parent and a Your Voice poster utilizing survey results.

- **Parents web site**: Added an email archive of all Parents Council correspondence. Added additional resources and information to the Parents web site, ex. LGBTQ, Sexual Assault, Commencement, and Personal Safety links.

- **Parent Emails**: Tracked parent emails received on a monthly basis. Monitored peak email receipts and identified trends.

- **2010 Lavender Graduation Volunteer Award**: Given to the LGBTQ Committee

- **2010 Lavender Graduation Gender Warrior Award**: Given to the Department of Residential Life

- **2010 Outstanding Comprehensive Assessment by a Small Unit**: Given to the Parent Program

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**2010-11 STRATEGIC GOALS:**

1. Track parent contact; create a dashboard that details weekly parent contact via email.
2. Determine parent hot topics; review parent contact to determine trends during the year and determine a way to get information out at key times to address those concerns.
3. Conduct a benchmark survey against other parent programs; utilize Student Voice to conduct a benchmark after the NASPA Parents survey is administered.
UNIT OVERVIEW: 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. It strives to improve relations between college students off campus and their long term neighbors by developing alcohol abuse prevention programs off campus and improving the quality of life in neighborhoods where college students reside. The unit assists the University in its community outreach programs as well as the University Police Department with its community education and public relations efforts. Finally, it coordinates support for student victims of serious crime as well as student victims of serious fires off campus.

MISSION: 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.

- Sponsors, coordinates and is involved with personal safety programs for the University on campus.
- Sponsors, coordinates and is involved with personal, property and fire safety programs for the University off campus with other colleges, law enforcement agencies, city officials, business owners and community groups.
- Strives to improve relations between college students off campus and their long term neighbors.
- Develops alcohol abuse prevention programs off campus.
- Strives to improves the quality of life in neighborhoods where college students reside.
- Assists the University in its community outreach programs and initiatives.
- Assists the University Police Department with community education and public relations.
- Coordinates support for student victims of serious crime and student victims of serious fires off campus.

COLLABORATIVE EFFORTS:

- The Committee On University & Community Relations: Student leaders and professional staff from the University at Albany as well as other local colleges seek to improve relations between college students off campus and their long term neighbors as well as and improve the quality of life in neighborhoods off campus where college students reside.
- Midtown Neighborhood Watch: Resident volunteers, college students and long term neighbors with close Albany Police Department coordination to monitor and report unusual activity and unsafe conditions as well as disseminate appropriate safety information to residents in the patrol area.
- Coordinates support for student victims of serious crime and student victims of serious fires off campus: Albany Police Department, Albany Fire Department, Undergraduate Studies, Graduate Studies, the University Book Store, Financial Aid, Residential Life, the Counseling Center and UAS/Chartwells collaborate to aid victims.
- The "Give & Go" Recycle/Reuse and Community Relations Program: Collaborating with Environmental Sustainability, students living off campus as well as their long term neighbors were encouraged to donate good reusable items for local charities to coincide with the City of Albany's 2010 Household Spring Clean-Up Program.
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<tr>
<td>Continue to expand and improve the “Dump &amp; Run” (in 2010 renamed &quot;Give &amp; Go&quot;) Recycle/Reuse and Community Relations Program (off-campus component) for spring, 2010.</td>
<td>The Director met with Mary Ellen Mallia in early January, 2010 to plan improvements for the off-campus component of this program. In early May the Director e-mailed all off-campus students about this program and how they could participate. Three thousand flyers in plastic door hanger bags were distributed door-to-door off campus earlier than previous years to give students ample opportunity to participate in this program. Compared with last year, this program received a little more in terms of usable items.</td>
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<tr>
<td>Create and widely distribute a tenant and landlord rights and responsibilities brochure for fall, 2009 (this goal was not achieved for fall, 2008).</td>
<td>Although not achieved in fall, 2009 the &quot;Tenant and Landlord Rights and Responsibilities&quot; brochure was finally completed and printed in early May, 2010 with the cooperation of the Pine Hills Neighborhood Association, the Capital District Association of Rental Property Owners, United Tenants of Albany and the New York Capital Region Apartment Association. Four thousand copies have been printed. Three thousand will be placed in plastic door hanger bags and distributed door-to-door in October, 2010. The other thousand will be placed at key locations at the University and used for programs/presentations. This brochure has been placed on the &quot;Personal Safety &amp; Off-Campus Affairs&quot; website.</td>
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<tr>
<td>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.</td>
<td>For the fall of 2009, the College of St. Rose offered &quot;community service credit&quot; for their students to volunteer for this safety program. During the spring, 2010 we had the highest number of volunteers in the program's history (twenty-three). This program received the 2010 &quot;Outstanding Organization&quot; award from the Neighborhood Resource Center in Albany.</td>
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<tr>
<td>Continue to improve the new “Personal Safety and Off-Campus Affairs” website.</td>
<td>Continued to update on a regular basis and add information to this website. With the transition of all websites to the new University template, all the information on this website has been reviewed and reorganized as the first step in this process.</td>
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</table>
POINTS OF PRIDE:

- **Midtown Neighborhood Watch Program**: The “Midtown Neighborhood Watch” program involves patrols by resident volunteers, college students and long term neighbors with close Albany Police Department coordination to monitor and report unusual activity and unsafe conditions as well as disseminate appropriate safety information to residents in the patrol area. It is supported by the Albany Police Department, the University at Albany Police Department (Personal Safety & Off-Campus Affairs) and the College of St. Rose Safety & Security Department in cooperation with the Pine Hills and Beverwyck Neighborhood Associations and concerned college students and long term neighbors. During the spring, 2010 this program had the highest number of volunteers in the program’s history (twenty-three) and received the 2010 “Outstanding Organization” award from the Neighborhood Resource Center in Albany.

- **The Committee on University & Community Relations**: This committee (twenty years old in the fall, 2010) seeks 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. The committee is currently composed of student leaders and professional staff from the University at Albany as well as other local colleges - specifically the College of Saint Rose, the Albany College of Pharmacy, the Albany Medical College, the Junior College of Albany/The Sage Colleges, Siena College and Hudson Valley Community College, officials from the Albany Police and Fire Departments as well as the Albany Common Council, neighborhood association representatives, community and religious leaders, tavern owners, landowners and representatives from the Empire State Restaurant and Tavern Association and the New York State Division of Alcohol Beverage Control.

- **New Relationships with Uptown Neighborhood Associations**: As a result of the controversy concerning the new uptown student housing project, the Director has now established cordial relationships with both the Eagle Hill Neighborhood Association and the McKownville Improvement Association. In addition, as a result of these relationships, the Director has created and implemented a process to notify our neighbors who live around the uptown campus about any events or activities that might disturb them (i.e. firework displays).

- **Expanded Involvement in Community Engagement Efforts by the University**: The Director is now actively involved in specific community engagement efforts such as representing the Division of Student Success on the Campus Committee on University-Community Engagement, serving as a member on the Study Advisory Committee and Law Enforcement Subcommittee of the Midtown Education District Enhancement Study, involvement with the neighborhood relations component of the proposed Uptown Student Housing Project, and representing the university on the Downtown Hospitality Committee of the Downtown Business Improvement District.

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2010-11 STRATEGIC GOALS:

1. Distribute widely in print form and on the "Personal Safety & Off-Campus Affairs" website the new "Tenant and Landlord Rights and Responsibilities" brochure for fall 2010.
2. Continue to improve the new Personal Safety and Off-Campus Affairs website.
3. Educate the members of the local neighborhood associations as well as selected members of the Albany Common Council as necessary concerning the steps that the University aggressively takes to deal with inappropriate University student behavior off campus.
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 Facilities Management to ensure 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. To achieve this, Residential Life staff is committed to: Providing safe, healthy and inviting residence halls and apartments; sustaining living communities that support the intellectual culture of the University at Albany; recognizing the advantages and challenges of an inclusive and multicultural society.

- 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.

COLLABORATIVE EFFORTS:

- Leaders In Service: LIS collaborated with both on-campus and off-campus partners. Off campus included DA's office and several non-profit organizations. On-campus partners included NCBI, ODK leadership conference, Social Welfare Department and Provost's Office.
- Sophomore Salute: Event held in the Fall 2009 in the Flag Room of Colonial Quad that brought together many offices, organizations, and services Career Services, Study Abroad, Financial Services, Transfer Experience, the Community and Public Service Program, Academic Support Services, Alpha Phi Omega, and Advisement Services to share information relevant to the second year of college.
- Sustainability: Programs such as recyclemania, energy campaign and bike sharing program, were done in collaboration with the Director of Environmental Sustainability.
### GOALS (2009-10):

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<tr>
<th>GOALS</th>
<th>ACCOMPLISHMENTS &amp; ACTIVITIES</th>
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<tr>
<td>Bystander Training: Provide staff and students with training to increase students’ ability to confront situations that negatively impact the community.</td>
<td>Professional and Para-professional staff were trained by the Counseling Center in the Fall.</td>
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<tr>
<td>Community Development: work closely with Conflict Resolution to provide Residential Life staff with additional tools to increase community in the residence halls.</td>
<td>Change in sanctioning protocol allowed professional staff to enhance dialogue with students who violated Community Rights and Responsibilities.</td>
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<td>Sustainability: Increase sustainability efforts through sustainability theme houses, increased programming through the sustainability office.</td>
<td>Managed two sustainability houses. House members were represented on the University Sustainability Council. Bike Share Program implemented on all quads. Over $23,000 rewarded to residence halls based on energy campaign savings.</td>
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<td>Community Service: Increase of community service opportunities with the Leaders in Service programming efforts.</td>
<td>24 students participated in over 1000 hours of community service. Community partners included, Habitat for Humanity, Ronald McDonald House, Meals n Wheels, Regional Food Bank. Speakers series including DA David Soares.</td>
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<tr>
<td>LGBT efforts: Continue to provide support to the LGBT community, through identifying gender neutral bathrooms, LGBT liaison, and continued collaborative efforts with LGBT community.</td>
<td>Identified LGBTQ liaison who worked closely with students in transition to identify appropriate housing accommodations. Transitioned 14 bathrooms into gender neutral locations. Blue light phones and locks were installed.</td>
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POINTS OF PRIDE:

- **Leaders In Service**: The inaugural year for this program was very successful. 24 students applied and were selected to participate. Each came with varying levels of community service experience and motivation for participation. Together these students went through a training program which was designed to expose them to a variety of different not-for-profits in the Albany community. The feedback from students, staff and organizations was very positive.

- **Sustainability**: The quads continue to participate in campus-wide sustainability events. The energy campaign was again successful yielding over 23k in savings, which was awarded to the quads to purchase equipment, etc.. Energy consumption continues to decrease, even though the previous year baselines decrease. Participation in Sustainability Theme Houses continues to grow.

- **Gender Warrior Award**: The Department of Residential Life received the Gender Warrior Award from the LGBTQ community, in recognition of our support to transgender students. This award was presented to the department during the Lavender Graduation.

- **SUNY CSAO Programming Award**: The University at Albany received the SUNY CCSAO model program award for the Department of Residential Life’s Learning Outcomes Approach to Programming in the Residence Halls.

- **Holiday Heros**: This program grew even more this year and included collaboration with other campus offices. Students and staff filled a University at Albany bus with holiday gifts and delivered them directly to the Parson’s Child and Family Center in Albany.

- **Raffle Night**: This year our raffle night yielded over $3000 which was donated to Richard Bailey Scholarship Fund.

- **AIDS Walk**: Residential Life collected over $9000 for this year’s AIDS walk. This money was donated to the Northeaster AIDS Council.

2010-11 STRATEGIC GOALS:

1. **Community Development**: Continue working with Conflict Resolution to utilize the student conduct referral process as a community development tool. Enhanced Social programming in the residence halls. Staff accountability through reporting interactions.

2. **Academic Support (supports University strategic plan)**: Provide Resident Directors with names of students in their areas who are either on the academic warning list or on academic probation, the purpose being to serve as a resource and to direct them to appropriate resource.

3. **LLCs and Theme Housing (supports University strategic plan)**: Continue to work with LLC faculty on programmatic enhancements including better recruitment efforts. Work with ROTC students to develop theme/lc housing for ROTC.

4. **LGBTQ Support**: Develop written policy to include on departmental website regarding housing accommodations for transgender students. Completing gender neutral bathroom project.

5. **Professional Development**: In addition to In-service, staff will be strongly encouraged to take responsibility for their own professional development by utilizing campus resources, ie. ITS classes, EAP programs, etc.. Provide staff with information regarding professional organizations during Fall training. Facilitate networking opportunities during Fall training.
UNIT OVERVIEW: Ensure that all students know of and are encouraged to engage in co-curricular opportunities; Help students build connections between their university curricular and co-curricular activities. Provide guidance, advice and support to student groups and in particular, student government. Offer a wide range of opportunities to strengthen leadership skills to create life long competence and accomplishment. Promote campus traditions that cultivate relationships and encourage connections to others and a pride in the University. Foster an environment that is inclusive of all students 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 as well as build a sense of community and pride in the University. The office has adopted the national research which demonstrates that involvement leads to success.

- Enhance students’ experiences, personal growth and development of new skills.
- Promote meaningful relationships for students with a wide diversity of faculty, staff and students.
- Ensure that all students, especially those identified as at risk, know of and are engaged in co-curricular opportunities.
- Help students build connections between their University curriculum, co-curriculum and career goals.

COLLABORATIVE EFFORTS:
- **Danes After Dark**: In collaboration with student groups and campus offices, Danes After Dark co-sponsored 70 programs, averaging two co-sponsorships every weekend.
- **Myinvolvement.org**: Continue to work closely with ITS and the MyUAlbany platform making it much easier for students to access this resource. With the Student Association, we also continue to aggressively mandate that organizations use this program so that general students have access to information on all of our groups 24/7. This year Myinvolvement’s parent company Collegiate Link also partnered with Student Voice, bringing the potential for even more services to our students.
- **Multicultural Student Success**: Student Involvement & Leadership continues to work closely with the Office of Multicultural Student Success. We support the advisement of the culture organizations as well as the other major events of the office such as the annual Multicultural Student Advisory Council (MSAC) retreat and monthly MSAC meetings. We also continue to support the Martin Luther King Luncheon and the Spellman Awards.
- **Orientation**: We continue to plan and coordinate Summer Planning Conference Orientation Socials during which students can express interest in the many student organizations available on campus for a follow-up contact in the fall.
- **Event Staff/Security**: The Office of Student Involvement continues to work in conjunction with University Police to maintain security and public order and student events.
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<th>GOALS (2009-10):</th>
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<tr>
<td>Support the Student Association’s new initiative for their inaugural speaker series and re-organization of their financial processes.</td>
<td>The Student Association speaker series was a huge success with standing room only in the SEFCU Arena for Colin Powell as well as a 95% capacity attendance at the spring semester’s Howard Dean vs. Karl Rove debate. The event drew a great mix of students, faculty, staff, alumni and community members. In addition, the Student Association consolidated its bank accounts in SEFCU and developed a better internal control for bank reconciliations.</td>
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<tr>
<td>Re-organize the Greek system to better align with national standards and best practices.</td>
<td>The Office of Student Involvement &amp; Leadership issued a moratorium on all membership intake in the fall semester and instituted a comprehensive restructuring of the Greek governance structure its policies and procedures. Member organizations were educated on the standards, the increased community service goals and new member education programs.</td>
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<td>Continue to improve our leadership development offerings including reorganizing the Leadership retreat and enhancing the emerging leaders program.</td>
<td>The leadership again was a great success with a record number of student leaders receiving training and information on a variety of leadership development topics. A second class of emerging leaders also graduated from the program after having attended numerous leadership development workshops.</td>
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<tr>
<td>Work in concert 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.</td>
<td>A major overhaul of the Campus Center 3rd floor took place in the fall semester. Student organization office space was re-organized, cleaned, painted, carpeted and given new furniture. In addition new procedures and protocols for maintaining spaces, office hours and storage were implemented.</td>
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<tr>
<td>Investigate and implement, if feasible, ways to raise income for major events through sponsorships and/or sales of commemorative items.</td>
<td>Fountain Day memorabilia was made available on Commencement weekend without much commercial success.</td>
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POINTS OF PRIDE:

- **Danes After Dark**: The introduction of the Laugh Lounge at Danes After Dark entertained 55-75 students a night.
- **Office Efficiency**: In our 2009 Office efficiency survey 73% of student leader respondents indicated their overall experience with the Office was good, very good or excellent.
- **The Fraternity and Sorority Affairs Revitalization Plan**: The Fraternity and Sorority Affairs Revitalization Plan was instituted to address the Greek community’s declining membership, lack of community engagement, community disorganization, and lack of leadership among the organizations. Many improvements in the above stated areas are still needed, but our main goal was met: the Revitalization Plan instilled a sense of pride in each member of the University at Albany Greek community.
- **Community Service**: Our fraternities and sororities completed over 10,840 hours of community service, and sponsored approximately 372 on-campus programs.
- **Fountain Day and ParkFest**: Combined the Student Association’s annual spring concert with Fountain Day with great success.
- **New Web Presence**: The Office of Student Involvement & Leadership was one of the first units in the Division to launch the new web template.
- **Independent Commission on Student Elections**: Instituted a new commission to review and certify student elections to ensure fairness in our student government elections.

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2010-11 STRATEGIC GOALS:

1. Improve overall academic performance of fraternities and sororities.
2. Work in conjunction with the Student Association to revise their elections policies to better align with national standards.
3. Assess current involvement as well as work to increase future involvement of faculty as advisors to student organizations.
4. Investigate the impact (if any) of our late night programming on student development and retention
5. Assess and revise our mission, goals and learning outcomes.
6. Enhance our leadership development programs for targeted groups and work collaboratively with ODK on more general leadership initiatives.
7. Support the marketing and development of the Office of Campus Recreation as a viable student involvement activity for all students.
UNIT OVERVIEW: The University Police Department is a full service police agency that serves the University at Albany community 24 hours a day, 365 days a year. We are dedicated to providing policing and security services through our focus on community policing. We seek to partner with our community to reduce the incidence and fear of crime so that our community members can pursue their educational and career goals.

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.

- 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 safety 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.

COLLABORATIVE EFFORTS:
- Community education videos: The Department has partnered with both campus and local entities to produce a series of educational videos on topics such as sexual assault and driving while intoxicated. In 2009 we released our newest video, "Aftermath" which addresses the issue of consent. Our partners for this production included the Albany County District Attorney's Office, the University's Sexual Assault Resource Center, the New York State Coalition Against Sexual Assault and the University's Media Relations and Communications division.
- Local officer training: The Department has collaborated with several local colleges and universities to run a Campus Public Safety Officer Academy at the Zone 5 Regional Training Center. The academy will improve the effectiveness and professionalism of the security and public safety personnel from institutions such as University Heights, the College of Saint Rose and Albany Medical Center.
GOALS (2009-10):

Support the Capital District Campus Public Safety Directors and Police Chiefs training initiative.

The second session of the Campus Public Safety Officers academy is currently underway. UPD Officer Steven Grassman has a leading role in running the academy as well as training academy staff from local colleges to take on a greater role in future sessions.

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

The Department has utilized the resources available through MAGLOCLEN in several cases.

POINTS OF PRIDE:

- **Kilcullen award**: Deputy Chief Thomas Kilcullen received the University's Award for Excellence in Professional Service.
- **Cohen awards**: Officer Bart Cohen was recognized by both the Department and the SUNY Police Chiefs Association for his actions in saving the life of a choking victim through his use of the Heimlich maneuver.
- **Low crime rate**: The Department enjoyed a record low crime rate for calendar year 2009. We had only 760 reported crimes which represents a 9.4% reduction from 2008.
- **Department responsiveness**: UPD continues to serve the University community in a highly responsive way. The Department meets or exceeds its performance standard of a 4 minutes response time in 99% of calls for service.

2010-11 STRATEGIC GOALS:

1. The University Police Department will become a New York State accredited police agency.
2. UPD will prepare for the federally mandated changes to its radio communication system and will have a plan in place prior to the deadline in 2012.
3. UPD will transition to the State's Integrated Justice Portal once the portal is ready.
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 encourage a sense of community on campus and to plan, organize, and administer the educational 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.

To ENGAGE
- 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
- 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
- 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.

COLLABORATIVE EFFORTS:
- **Great Dane Beginnings – Explore UAlbany**: Student Success collaborated with Academic Affairs to enhance the Explore UAlbany program held on Friday August 27, 2010 in the Lecture Centers for all new freshmen and transfer students during Great Dane Beginnings opening weekend. The goal of this program is to get students in a mind set to start the academic year, learn tips on how to succeed, and meet a faculty member. Eighteen 90 minute faculty sessions were held that introduced the student audience to a topic the faculty member is an expert in. The faculty talk lasted about 45 minutes and the balance of the time was spent discussing tips about how students can be successful academically. Faculty members were paired with a Student Success professional and a student resident assistant to facilitate a question and answer period and a discussion on how to be successful in the classroom.
### GOALS (2009-10):

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<tr>
<th>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.</th>
<th>M. Christakis worked with D. Doyle in Advancement to secure giving rates for the Division. Following the President’s appeal for the faculty/staff annual fund campaign, a personalized email was sent out over C. Bouchard’s signature encouraging Divisional staff to consider giving to the faculty/staff campaign. A follow-up email was sent in late January ’10. Giving nearly doubled (from 10% in 08-09) to 18.29% in 09-10.</th>
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<tr>
<td>Enhance Transparency in Assessment Efforts: Advise 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.</td>
<td>Refined the Division’s assessment web page and had conversations with Institutional Research about cross-promoting research findings to the campus community. Student Success introduced “The Pulse,” “Your Voice” and “Snapshot” as pilot outreach efforts during the spring term.</td>
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<td>Highlight the Work of Units Throughout the Division as Professional Development Opportunities: Introduce the Student Success Spotlight series, featuring presentations that “spotlight” the creative and innovative programs and services by units throughout the Division.</td>
<td>The Division hosted four “spotlight” series presentations featuring the University Counseling Center, the University Police Department, Residential Life and Student Involvement &amp; Leadership and Multicultural Student Success.</td>
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<td>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.</td>
<td>NASPA Fellows and Graduate Interns were invited to Divisional gatherings during the spring term. M. Christakis convened a “steering committee” which developed a modest “educational curriculum” for NASPA Fellows to be introduced during the 2010-11 term.</td>
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<td>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.</td>
<td>$14,710 was awarded in SUCCESS grant funds to programs advancing environmental stewardship across the Division. Units receiving moneys included Residential Life, the University Counseling Center and Multicultural Student Success. The Vice President’s office also funded energy saving insulated blinds for Student Involvement and Conflict Resolution.</td>
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<tr>
<td>Provide Leadership for Pandemic (H1N1) Planning and Preparedness: Continue to provide leadership in the university’s on-going pandemic preparedness planning, especially as it relates to our current students.</td>
<td>M. Christakis and P. Vellis provided leadership in the University H1N1 response during the fall semester through the development of the collegiate pandemic planning index, surveillance and tracking of flu-like-illness, communication to the University community, participation in pandemic planning meetings, and the administration of flu vaccination clinics.</td>
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<tr>
<td>Provide Guidance to the Campus Center’s Renovation Process: Continue to provide advice and counsel through various working groups on the University’s Campus Center renovation.</td>
<td>J. Murphy took the lead in coordinating Student Success’s piece of Phase I of the project which will begin with construction of main entry after commencement in the spring. Murphy is organizing the comprehensive plan to orchestrate the moves necessary for Phase I. C. Bouchard and J. Murphy continued to participate as members of the Steering Committee in the spring of 2010.</td>
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**GOALS (2009-10):**

- **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.

  - C. Riggi provided leadership to coordinate the transition of all units to the new University Web template. Website transitions for the Student Success Vice President page, the Student Life page off of the University home page, and the Residential Life page went live during the summer 2010. Career Services, Conflict Resolution, LGBT Resources, Parents, Student Involvement and University Police all went live at the start of the fall semester. Middle Earth Café was launched in early October. Remaining units (Campus Center Management, Counseling Center, Disability Resource Center, Health Center, Multicultural Student Success, Living Off Campus, Orientation, and Sexual Assault Resource Center) will be completed by the end of the fall semester.

- **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.

  - Developed Facebook Fan pages for spirit initiatives and Great Dane Beginnings. UAlbany – Where’s Your Purple! Fan page has 611 fans and UAlbany Cookie Day has 153 fans so far this semester. The Great Dane Beginnings 2010 Fan Page had 392 fans.

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

  - C. Riggi provided leadership working with the Student Handbook Committee, Marketing & Communications, and University Directories, the handbook publisher, to include advertising and coupons in the 2010-2011 handbook. This inclusion made it financially feasible to expand distribution to all undergraduate students.

- **Enhance ‘Explore UAlbany’**

  - C. Riggi collaborated with Linda Krzykowski to modify the 2nd annual Explore UAlbany program. The program was cut to one 90 minute session with a faculty member that included exploration of a topic and discussion about how to be successful academically. To promote the program, a brochure dedicated to Explore UAlbany was created, a Great Dane Beginnings 2010 website with an Explore UAlbany component was established, and the Great Dane Beginnings 2010 Facebook fan page was utilized. Feedback received from students, faculty, and staff was favorable regarding the new program format.
POINTS OF PRIDE:

- **2nd Annual “Briefing Book”**: Student Success published its second annual “Briefing Book” featuring highlights from the previous year from across the Division’s 13 units. The Briefing Book was distributed divisionally as well as to senior leadership in Academic Affairs.

- **Assessment Work Recognized**: The on-going work by the Division’s Assessment Council was recognized by the Middle States site team during their periodic review in the spring ’10. The site visit and resulting report commended Student Success for our commitment to comprehensive, high-quality assessment practices across all units. Furthermore, the team commented positively on the Division’s commitment to using assessment results to make positive changes in our units.

- **Web Template Transition**: Student Success transitioned all unit websites to the new University Web template. During this process each unit reviewed their Web content with an eye to streamline text to create a user friendly site. This process entailed identifying audiences for each unit (current students, faculty, staff, parents, and prospective students) and constructing the new sites tailored to each audience. The end result is a consistent Web presence across the division that enables our audiences to find the information they need easily.

- **StudentVoice Member Campus**: Student Success signed on as a “member campus” with StudentVoice, a national, comprehensive assessment services provider in higher education.

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2010-11 STRATEGIC GOALS:

1. Student Success will develop a Divisional Strategic Plan consistent with “The Power of SUNY” and the June 2010 “UAlbany Strategic Plan.” We will give concrete meaning to our eleven strategic priorities by identifying programs/activities, learning outcomes, program assessment and resources needed to promote student engagement, learning and ultimately success.

2. Student Success will create a Veteran Educational Team (VET) to serve as a campus advisory committee charged with developing UAlbany as a “Veteran Helpful Campus.” We will secure office space for our veteran student group and promote programs and activities for military students and their families.

3. Student Success will provide guidance for Phase 2 of the Campus Center Renovation Process by working with campus facilities staff and the successful architects. We will continue to provide advice and counsel through various working groups on the University Campus Center extensions and renovations.

4. Focus on Community Engagement in all units – Provide leadership to enhance community engagement/community connections both on and off campus. Focus on opportunities that encourage full participation in the life of the campus and surrounding community. Provide designated funding to community engagement projects that receive committee approval.

5. Enhance NASPA Undergraduate Fellowship program, including examining the feasibility of serving as a summer internship host campus.

6. Implement New Campus Recreation Program. Student Success, under the direction of the Department of Student Involvement, will implement a new fee for undergraduate students to create a new broad-based recreation program which will include assuming responsibility for club sports, intramurals, aquatics, open and group exercise and outdoor pursuits. Three new staff will be hired.
# STAFFING ACROSS THE DIVISION

The following includes the number of full-time and part-time professional and classified staff as well as Graduate Assistants for each unit across the Division.

<table>
<thead>
<tr>
<th>Staff Type</th>
<th>No.</th>
<th>Orientation</th>
<th>Staff Type</th>
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<td><strong>TOTAL:</strong></td>
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<td>Residential Life</td>
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</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 2009-10 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.

KEY:
- Complete
- Pending/Forthcoming
- Modified/Not Administered

The following assessment activities were proposed by units prior to the start of the 2009-10 academic year and have been authorized for administration by the Office of the Vice President for Student Success in consultation with the University’s Office of Institutional Research, Planning and Effectiveness:

<table>
<thead>
<tr>
<th>UNIT</th>
<th>ASSESSMENT ACTIVITIES</th>
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</thead>
<tbody>
<tr>
<td>Campus Center</td>
<td>✅ ACUI/NASPA Benchmark (spring ’10)</td>
</tr>
<tr>
<td></td>
<td>✅ Meeting/Event Satisfaction/Needs Survey (fall ’09/spring ’10)</td>
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<tr>
<td>Career Services</td>
<td>✅ Career Counselor Evaluation (proposed, fall ’09 and spring ’10)</td>
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<tr>
<td></td>
<td>☐ Career Services – Assessment of Services – Focus Groups (spring ’10)</td>
</tr>
<tr>
<td></td>
<td>✅ Student demographic data collection – “who are we serving?” (fall ’09 &amp; spring ’10)</td>
</tr>
<tr>
<td></td>
<td>✅ Satisfaction with Services (walk-ins) (spring ’10)</td>
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<tr>
<td></td>
<td>✅ Program Evaluations (2-3 programs per semester) (fall ’09 &amp; spring ’10)</td>
</tr>
<tr>
<td></td>
<td>✅ Survey of December ’08 graduates (summer)</td>
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<td>✅ Survey of May ’09 graduates (spring)</td>
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<tr>
<td></td>
<td>✅ NACE/NASPA Consortium Benchmark Study (spring ’09)</td>
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<td>✅ Job Expo Evaluation – Students (spring ’10)</td>
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<td>✅ Job Expo Evaluation – Employers (spring ’10)</td>
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<td>Conflict Resolution</td>
<td>✅ “ Civility Study” - point of contact surveys (spring ’10)</td>
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<td>✅ Judicial Board/Hearing Officer Experience Evaluation (spring ’10)</td>
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<td>✅ Satisfaction of services (referred and referring parties) (fall ’09 &amp; spring ’10)</td>
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<td>✅ “ Civility Study” – focus group meetings (4 – 6 focus groups) (fall ’09)</td>
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<td>Counseling Center</td>
<td>✅ UAlbany Student Health Survey (undergraduate student stratified random sample; in-class and on-line administration) (spring ’10)</td>
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<tr>
<td>UNIT</td>
<td>ASSESSMENT ACTIVITIES</td>
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<tr>
<td>--------------------------</td>
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<tr>
<td></td>
<td>✓ Psychotherapy Outcome Assessment and Monitoring System (periodic – fall &amp; spring)</td>
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<td>Disability Resource Center</td>
<td>✓ Student User Satisfaction Survey (spring ‘10)</td>
</tr>
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<td></td>
<td>✓ Faculty/Staff Survey (spring ‘10)</td>
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<tr>
<td></td>
<td>□ Program evaluations (fall ’09 &amp; spring ’10)</td>
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<tr>
<td></td>
<td>✓ Safe Space Training Evaluations (spring ’10)</td>
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<td>Health Center</td>
<td>✓ Patient satisfaction survey (fall ’09 &amp; spring ’10)</td>
</tr>
<tr>
<td></td>
<td>□ Point of contact user survey (fall ’09)</td>
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<tr>
<td></td>
<td>□ User satisfaction focus group meeting(s) (spring ’10)</td>
</tr>
<tr>
<td>Multicultural Student Success</td>
<td>✓ MSAC Retreat – Pre and Post Test Evaluation (fall ’09)</td>
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<td>□ ALANA Student satisfaction survey (spring ’10)</td>
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<td>□ Educational Program Evaluation (fall ’09 &amp; spring ’10) – 2 – 3 programs evaluated</td>
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<td>□ Multicultural Resource Center user evaluation (spring ’10)</td>
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<td>✓ CAS Self-Study (summer ’10)</td>
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<td>✓ MLK Luncheon Evaluation (spring ’10)</td>
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<td>Orientation</td>
<td>✓ Planning Conference freshman student evaluations (summer/fall/spring)</td>
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<td></td>
<td>✓ Planning Conference parent evaluations (summer/fall/spring)</td>
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<td></td>
<td>✓ Planning Conference transfer student evaluations (summer/fall/spring)</td>
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<tr>
<td>Personal Safety</td>
<td>✓ Survey of off-campus students (spring ’10)</td>
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<td>□ Survey of “Long-Term Neighbors” (spring ’10)</td>
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<td>□ Commuter student focus group (spring ’10)</td>
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<tr>
<td></td>
<td>✓ Review summary of APD crime reports involving our students</td>
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<td>✓ Review summary of APD arrest reports involving our students</td>
</tr>
<tr>
<td></td>
<td>✓ Review summary of off campus hotline calls every semester</td>
</tr>
<tr>
<td></td>
<td>✓ Review academic year summary of number and scope of my community outreach and engagement initiatives</td>
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<tr>
<td>Parent Program</td>
<td>✓ Parent Program Satisfaction/ Needs Survey (fall ’09)</td>
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<td>Residential Life</td>
<td>✓ Student Satisfaction “focus groups” (spring ’10)</td>
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<td></td>
<td>□ Learning Outcomes Evaluation (spring ’10)</td>
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<tr>
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<td>✓ Clash of the Quads (fall ’09)</td>
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<tr>
<td>Student Involvement</td>
<td>✓ Fraternity and sorority survey – Greek 101 (fall ’09/spring ’10)</td>
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<td></td>
<td>□ MyInvolvement.org evaluation (spring ’10)</td>
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<td>□ Enews Evaluation (fall ’09)</td>
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<td>ASSESSMENT ACTIVITIES</td>
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<td>Fountain Day Evaluation (to attendees) (spring ’10)</td>
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<td>Fountain Day Perceptions Survey (fall ’09)</td>
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<td>Presidents Awards Selection/Process Evaluation (spring ’10)</td>
<td>☑ Presidents Awards Selection/Process Evaluation (spring ’10)</td>
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<td>University Police</td>
<td>☐ Student focus groups (students) on campus safety (spring ’10)</td>
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<td></td>
<td>☑ Analyze crime trends (spring/fall)</td>
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<td>☐ Citizens Police Academy Evaluation (spring ’10)</td>
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<td>☑ Emergency Management Drill Exercise Evaluation (fall ’09)</td>
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<td>☑ Safety Fair Point of Contact (PDA) Safety Survey (fall ’09)</td>
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<td>Vice President, Office of</td>
<td>☑ Profile of Today’s College Student (freshman thru seniors)</td>
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<td>☑ Great Dane Beginnings Evaluation – freshman/transfers (fall ’09)</td>
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<td>☐ Student Handbook Evaluation (fall ’09) to Class of 2012</td>
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<td>☑ Student Success Spotlight Evaluations (fall ’09 &amp; spring ’10)</td>
</tr>
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</table>
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 **Clergy 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)*