reimagining
THE STUDENT EXPERIENCE
Colleagues and Friends,

The Division of Student Affairs at the University at Albany completed year one of our five year Reimagining the Student Experience strategic plan. Our staff have worked hard to make headway towards targeted goals to enhance the student experience that contribute to persistence, time-to-degree, completion, and greater affinity to UAlbany. This annual report shares the highlights of our progress during the academic year 2015-2016 and provides a glimpse into the amazing work our remarkable staff have accomplished alongside our colleagues from across the University.

In addition, Student Affairs has completed the second year of our Student Learning Project. Included in this annual report is a snapshot of how our units have measured student learning through this work.

I am immensely proud of the work our division has done this past year, particularly for the growth that has occurred in our programs and services to help promote our students’ academic success, social engagement, personal growth, and resilience.

Thank you for your continued support as we all work together to enhance the experience of our students.

Go Great Danes!

Sincerely,

Michael N. Christakis, Ph.D.
Vice President for Student Affairs
# OUR MISSION

The Division of Student Affairs creates an outstanding and inclusive student experience that promotes academic success, social engagement, personal growth, and resilience.

The Division strives to advance the University’s commitment to excellence by preparing students to live, learn, and lead in an increasingly complex, diverse, and global society.

# SUPPORTING OUR VISION OF PREPARING STUDENTS TO LIVE, LEARN, AND LEAD IN A DIVERSE AND GLOBAL SOCIETY

- Advocacy Center for Sexual Violence
- Campus Center Management
- Campus Recreation
- Career and Professional Development
- Community Standards
- Counseling and Psychological Services
- Disability Resource Center
- Intercultural Student Engagement
- New Student Programs
- Residential Life
- Student Affairs Communications & Marketing
- Student Affairs Technology
- Student CARE Services
- Student Health Services
- Student Learning and Assessment
- Student Involvement

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### Counseling and Psychological Services: Increasing Student/Faculty Interaction
Extended the CAPS liaison program, which offers dedicated psychological consultation to departments, to include faculty and staff in the Writing and Critical Inquiry Program and the Advisement Services Center to assist in responding to the increasingly complex psychological needs of our student population.

### New Student Programs: Increasing Student Retention
Developed plans to integrate International and Veteran students into the summer orientation program, redesigned the orientation experience for transfer students.

### Student Involvement: Enhancing Leadership and Service Opportunities
Established the Student Organization Resource Center (SORC) and an Off-Campus Event Planning Guide to assist student organizations with event planning, risk management and other needs.

### Career and Professional Development: Preparing Students for Post Collegiate Success
Transitioned to using Handshake as the primary job and internship database for all career offices on campus. The system will also be used to enhance the appointment and intake process for the Office of Career and Professional Development.

### Residential Life: Recruiting and Retaining a Talented Work Force
Repurposed the Student Assistant position in order to increase the amount of Resident Assistant positions in each living area, which will improve the resident to staff ratio.

### Student Affairs: Recruiting and Retaining a Talented Work Force
The Professional Development Council continued their work to streamline efforts to improve recruiting, training, evaluation, and professional development opportunities for Student Affairs staff. The council formed the Student Employee Experience, sub-committee which is tasked with making recommendations to better train and evaluate student employees.

### Student Health Services: Enhancing Access to Medical and Psychological Services
Began the process of hiring a new part-time psychiatrist who will begin in spring 2016, and a new 10-month physician in order to meet the psychiatric and health needs of the student population.
# CREATING A VIBRANT CAMPUS COMMUNITY

## Advocacy Center for Sexual Violence:
*Promoting an Inclusive Community*
Along with the Title IX Coordinator, launched the JustAsk campaign with exhibits on all three campuses and developed a film consisting of student leaders speaking out about sexual violence.

## Campus Center Management:
*Improving Physical Environments*
Enhanced use of the West Lounge by improving signage and increasing late night programming.

## Campus Recreation:
*Promoting Health Behaviors*
Increased the variety of group exercise classes (from 11 to 14 types), the number of classes offered (from 106 to 292), and more than doubled the amount of participation.

## Community Standards:
*Promoting an Inclusive Community*
Piloted an Off-Campus Living 101 class for residential sophomore students that included 2 sessions. Data to follow.

## Disability Resource Center:
*Promoting an Inclusive Community*
Increased programming during the fall semester that included a Disability Banner Series within the Campus Center and Disability Film & Speaker Series with over 125 participants.

## Intercultural Student Engagement:
*Promoting an Inclusive Community*
Developed dialogue schedules for the spring and fall semesters for the CHARGE CPE Program, Gender and Sexuality Resource Center, and Multicultural Resource Center.

## Student CARE Services:
*Promoting an Inclusive Community*
The reconvening of the BRisk Group resulted in substantial progress on formalizing procedures and protocols for the CARE Team. BRisk and CARE Team are also discussing the adoption of a standardized threat assessment tool.
ENHANCING OUR STUDENTS’ EXPERIENCE

NEW STUDENT PROGRAMS
INCREASING STUDENT RETENTION

HOSTED PILOT PROGRAM TO ENGAGE STUDENTS PRIOR TO ORIENTATION

328 PARTICIPANTS

RESIDENTIAL LIFE
ENGAGING SECOND YEAR STUDENTS

15% MORE SOPHOMORES IN RESIDENCE HALLS ON THE MAIN CAMPUS

CREATING A VIBRANT CAMPUS COMMUNITY

ADVOCACY CENTER FOR SEXUAL VIOLENCE
PROMOTING AN INCLUSIVE COMMUNITY

EDUCATIONAL PROGRAMS AND TRAININGS

SERVICES TO CLIENTS

COMMUNITY STANDARDS
PROMOTING AN INCLUSIVE COMMUNITY

91% FELT THE OFF-CAMPUS AMBASSADOR PROGRAM HAD A POSITIVE AND SIGNIFICANT IMPACT ON THE COMMUNITY

DISABLED RESOURCE CENTER
PROMOTING AN INCLUSIVE COMMUNITY

56% INCREASE IN PROGRAMS FOR STUDENTS AND THE COMMUNITY OVER ACADEMIC YEAR 2014-2015

81% OF GROUP EXERCISE CLASSES WERE STUDENT-LED AS COMPARED TO 14% IN ACADEMIC YEAR 2014-2015

CAMPUS RECREATION
PROMOTING HEALTHY BEHAVIORS

COUNSELING AND PSYCHOLOGICAL SERVICES
PROMOTING HEALTHY BEHAVIORS

AUGMENTED ON-LINE RESOURCES TO SUPPORT CLINICAL FUNCTIONS, INCLUDING ACCESS TO SELF-HELP RESOURCES
ASSOCIATED LEARNING DOMAINS:

**CREATING OPERATIONAL EXCELLENCE FOR GREATER SUCCESS**

**STUDENT HEALTH SERVICES**
Increasing Operational Efficiencies
2% decrease in no-show rate due to text and email appointment reminders, as of February 2016

**STUDENT LEARNING AND ASSESSMENT**
Increasing Student-Centered Services
New unit! Plans finalized for the Office of Student Learning and Assessment to open fall 2016, including hiring full-time research and data analyst

**PROVIDING OPPORTUNITIES FOR LIFE-LONG SUCCESS**

**CAMPUS CENTER MANAGEMENT**
Recruit and Retain a Talented Workforce
23% increase in professional and customer service competencies

**CAREER AND PROFESSIONAL DEVELOPMENT**
Preparing Students for Post Collegiate Success
44% increase in attendance at the annual resume critique day

**COMMUNICATIONS AND MARKETING**
Preparing Students for Post Collegiate Success
Media interns who would recommend this internship to other students

**STUDENT CARE SERVICES**
Promoting Student Resilience
Enhancements made to website to clarify reporting procedures for faculty and staff

**STUDENT INVOLVEMENT**
Enhancing Student Leadership and Service Opportunities
Together with the School of Education, developed a three-credit course approved as part of the human development major, to be offered fall 2017
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<tr>
<th><strong>ASSOCIATED LEARNING DOMAINS:</strong></th>
<th><strong>ADVOCACY CENTER FOR SEXUAL VIOLENCE</strong></th>
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<td><strong>OBJECTIVE:</strong> After participating in sexual violence prevention training, students will be able to identify one thing they can do to prevent or intervene in a situation involving sexual interpersonal violence.</td>
<td><strong>RESULT:</strong> 88% 88% of participants identified one way to prevent or intervene in a situation involving sexual and/or personal violence.</td>
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<th><strong>CAMPUS CENTER MANAGEMENT</strong></th>
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<td><strong>OBJECTIVE:</strong> Through signage, a trained staff, and general usage, students who utilize the Campus Center will be aware of the resources available within the Campus Center.</td>
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<th><strong>CAMPUS RECREATION</strong></th>
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<td><strong>OBJECTIVE:</strong> As a result of participating in a campus recreation program or activity, participants will be able to identify at least one benefit to living a healthy and active lifestyle.</td>
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<th><strong>CAREER AND PROFESSIONAL DEVELOPMENT</strong></th>
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<td><strong>OBJECTIVE:</strong> Students who participate in a series of StrengthsQuest activities will learn their strengths and 2 ways to use them in their lives.</td>
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<th><strong>COMMUNITY STANDARDS</strong></th>
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<td><strong>OBJECTIVE:</strong> After attending the Off-Campus Housing Rental Workshop, off-campus students will be able to identify three common fire safety hazards regularly seen in off-campus housing.</td>
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<th><strong>COUNSELING AND PSYCHOLOGICAL SERVICES</strong></th>
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<td><strong>OBJECTIVE:</strong> Social Norms campaign efforts will lead to increased student engagement with the campaign via social media and will be associated with UAlbany students experiencing fewer alcohol-related negative consequences and using more risk-reduction strategies.</td>
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**DISABILITY RESOURCE CENTER (DRC)**

**OBJECTIVE:**
Students will demonstrate use of time management skills learned during one-on-one appointments.

**RESULT:**
It was determined that the rubric measuring the students’ time management skills did not sufficiently capture useful data. The DRC staff have revamped the rubric for implementation next academic year.

**INTERCULTURAL STUDENT ENGAGEMENT**

**OBJECTIVE:**
First year students will be able to articulate the difference between Diversity and Inclusion.

**RESULT:**
91% could correctly define “diversity.”
87% could correctly define “inclusion.”

**NEW STUDENT PROGRAMS**

**OBJECTIVE:**
Orientation Leaders will be able to identify one or more ways that they developed as a student leader.

**RESULT:**
100% identified one or more ways that they have developed as a leader.

**RESIDENTIAL LIFE**

**OBJECTIVE:**
Students who were adjudicated and received a Disciplinary Warning or higher will be able to understand and articulate how their behavior has/could have impacted themselves.

**RESULT:**
77% articulated well-developed responses to how their behavioral misconduct could affect their lives.
71% articulated well-developed responses to how their misconduct could affect their communities.

**STUDENT CARE SERVICES**

**OBJECTIVE:**
Students who have utilized Student CARE Services will be able to name two campus resources that can assist them.

**RESULT:**
The survey implemented to measure this outcome focused heavily on satisfaction to inform Student CARE Services of its first-year progress. Plans have already been made to measure this outcome again next year.

**STUDENT HEALTH SERVICES**

**OBJECTIVE:**
Students will identify whether or not health insurance is required.

**RESULT:**
93% of survey respondents knew that students were required to have health insurance.

**ASSOCIATED LEARNING DOMAINS:**
- Applied Learning
- Diversity and Inclusion
- Health and Resilience
- Public Engagement
The Division of Student Affairs underwent a reorganization to realize divisional efficiency.

2,587 new freshmen entered the class of 2019:
- 92% live on campus
- 13% were from outside NY state
- 168 students were international

1,287 transfer students were admitted in the fall.

The Advocacy Center for Sexual Violence and Title IX Coordinator trained more than 1,200 student leaders and athletes on sexual violence prevention.

The East Wing of the Campus Center was completed and opened.

A new five-year plan was finalized and introduced as the student experience was reimagining the student experience.

NEW STUDENT PROGRAMS transformed the orientation experience for freshmen and transfer students, creating smaller groups and allocating more time to academic advising.

Career and Professional Development launched HANDSHAKE, a new career platform for students to make appointments, view jobs and internships, and network with alumni.
Together with Student Engagement, Student Affairs helped to make a total of **21 Living-Learning Communities**, available to freshmen and transfer students - **552 students participated** in a Living-Learning community.

The Office of Student Learning and Assessment opened.

The Pathways to Success program had another successful year with **1,336 Involved Danes** tracking their involvement.

The Student Experience Committee was created and implemented the first 6-week **Great Dane Welcome**

- **6 Weeks**
- **42 Days**
- **64 Programs**
- **29,000 Students Attended**

90% of students reported feeling more a part of the campus community after attending a Great Dane Welcome event.

Freshmen students attended the first Opening Convocation Ceremony.

The Student Experience Endowment was established to help elevate the student experience.

Student Affairs Communications and Marketing collaborated with academic departments to create a Communications and Marketing Internship Program.

Student Affairs partnered with Athletics and the Alumni Association to introduce the **Great Dane Game Day** experience which includes a pre-game celebration with food, activities and live music prior to each home football game.

Student Affairs partnered with Development to launch a parent giving and relations program and realized a **40% increase in dollars raised from current parents and a 63% increase in overall parent donors**.
Student Affairs

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