2010-2011 Annual Report
Division of Student Affairs

Summary of initiatives, activities, and goal achievement for the Division of Student Affairs at Oregon State University.

Prepared by:
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9/1/2011
The following report offers examples of the Division of Student Affairs’ contributions to key University strategic areas.

Student Engagement and Success

Health and Wellness

Student Health Services initiated a number of activities to enhance its contributions to student success, such as: implemented a "Mental Health for Student Athletes" program in collaboration with Counseling and Psychological Services serving more than 400 students and 80 staff; trained all clinicians and other selected staff in motivational interviewing techniques; successfully piloted an RN case management program (ACCESS) for students with chronic medical problems and/or multiple needs; fully implemented a depression screening program for all patients; implemented alcohol use screening for many patients during clinical visits; and served over 500 students (30% increase over last year) through IMPACT, a substance abuse education program.

Counseling and Psychological Services responded to the high demand for service by overhauling its service delivery model, and moving to a model of same-day appointments. This has been well received by students and other OSU community members. CAPS is collaborating with the Valley Library to bring light therapy as a regularly available service in that facility, as well as conducting “mobile Mind Spa” study breaks during Dead and Finals weeks.

The Department of Recreational Sports is experiencing a substantial and sustained growth in most of its program and activity areas. Of note is the growth in the following areas: Dixon entries increased by 8.2% this year (17.1% over two years); facility reservations were up 29%; Fitness Programs increased by 24%; Participation growth up 12.9% in Intramural Sports (23.3% among female participants); and Sport Club membership increased by 10.6%.

The Adventure Leadership Institute [ALI] continued to grow and expand this year with additional and unprecedented interest from students at OSU and inquiries from colleagues and professionals across the country. With additional opportunities and conversation occurring about ALI being a model for future leadership and student assessment at OSU, we are poised to continue to make a huge impact on students. Some highlights of the program are: offered 46 different PAC and EXSS offerings within ALI; delivered a total of 1056 credit hours this year; and issued 22 Certificates of Adventure Leadership.

The Department of Recreational Sports partnered with UHDS, and Student Events & Activities Center (SEAC) on the After Dark initiative to provide alternate Friday night activities 3 times a term to the campus community. Three professional staff and between 4 and 10 students (depending on time of year) served on the planning committee. On event nights, over 30 students worked together to execute the event. The resources for this event were primarily provided by SEAC, UHDS, and Recreational Sports. On average 200-300 students participated in the events with high
end participation of around 800-1000 for the most popular events.

Pacific Source Health Plan gifted $100,000 per year for the next 5 years ($500,000 total) to support four health improvement areas that contribute to personal and community well-being: (1) Physical Activity, (2) Smoking Cessation and Education, (3) Healthy Eating, and (4) Stress Management. These four areas directly impact increased risk for premature morbidity and mortality and result in additional health care costs. These four target areas are also consistent with the state of Oregon’s Health Improvement Plan.

The Healthy Campus Initiative and the Department of Recreational Sports collaborated to offer the President’s 5k Run, Walk, and Roll. The event drew almost 500 participants and required nearly 50 volunteers. The event was primarily funded by Pacific Source’s donation to the Healthy Campus Initiative. Removing barriers encourages positive health choices (Pacific Source gift was used to fund gaps in services). The Pacific Source gift also enable us to offer Beaver Strides at no-cost for faculty/staff (367 participants) and prvide Nicotine Replacement therapy at no-cost for students (175 appointments). 1,000 students participated in “Color Your Plate”, Nutrition Week activities and 500 students participated in “Tap into Health” drinking water campaign.

Student Health Services, Disability Access Services and University Housing and Dining Services collaborated to develop a process to assist individuals who are managing food allergies and other dietary considerations.

The Dean of Student Life Office repurposed the Religious Advisor Association to the new organization of Spiritual Life @ OSU. Also, in the area of spiritual development Student Life coordinated the proposal for President Obama’s Interfaith and Community Service Campus Challenge. Student life convened a group to discover possible quiet spaces on campus for students for reflection, prayer, spiritual, and quiet time.

Five small spaces and one larger group space was identified and the site hosts compiled reservation and space use information into a Campus Quiet Spaces “cardlet” (business card size booklet). Over 1,000 cardlets were distributed throughout campus and INTO. The Quiet Spaces were provided identifying door hangars.

**Leadership Development**

The Center for Leadership Development staff and students facilitated 54 leadership, group development & StrengthsQuest workshops to 1,325 participants. The Student Events & Activities Center instituted a new student organization recognition model classifying student groups based on relationship level to the university, a 16% increase in number of recognized student organizations in 2011 (353 student organizations recognized in 2010-11). The Memorial Union Program Council planned and produced 32 campus-wide events in 2010-11 with an estimated total attendance of 20,000. The second annual Greek Transition Retreat saw attendance by over 250 Greek student leaders

The Community Service Center saw a 65% increase in total volunteers and over 250% increase in volunteer hours in 2010-11 over the previous school year with 313 registered volunteers engaging in 3256 hours of service for over 60 organizations in Corvallis. The GreekGive coalition was formed to fight hunger at Oregon State. This coalition of 7 Greek organizations will spearhead a fundraising drive to fund the Human Services Resource Center Pantry. The long-term goal is to build an endowment account that will provide the interest to sustain the HRSC Pantry.
**Quick Fact:** CAPS experienced a 33% increase in counseling appointments over last year.

**Human Services**

Through the Human Services Resource Center and OSU Emergency Food Pantry OSU received a number of services to respond to basic needs, specifically: through the Mealbux Program 1,987 students received subsidies for a total of $115,697.09; Emergency Rental Assistance provided 41 students with $21,950.36 in assistance; Student Health Insurance Subsidy were awarded to 156 students in the amount of $15,576.04; and Graduate Conference Subsidies went to 24 students for a total $2,682. Through the Emergency Housing – HSRC partnered with UHDS to temporarily house 7 students for up to two weeks. The Food Pantry – served 1,294 people from 702 households on OSU campus and in Corvallis. 45 volunteers served at the Food Pantry for a total of 565.5 volunteer hours. 10 volunteers served with HSRC for a total of 30 volunteer hours.

The Human Services Resource Center partnered with the Department of Human Services to provide applications for the Supplemental Nutrition Assistance Program (food stamps) on campus. HSRC also hosted a 2-day poverty conference, entitled *See Poverty...Be the Difference*, featuring Dr. Donna Beegle of Communication Across Barriers. This conference was co-sponsored by HSRC, ASOSU, and the Women’s Center.

Student Health Services helped more than 60 indigent students through the medication assistance program.

**Family and Childcare**

Our Little Village: drop-off child care in the library saw a 40% increase in usage over last academic year (1041 vs. 748 “heads” of children). OLV student user demographics reflect 48% International and Students of Color, 56% are female, and 13% are single parents (85% of them are female). Childcare & Family Resources added 12 new exclusive use lactation rooms across campus. We culminated the work of the OSU Child Care Task Force in partnership with HHS, ASOSU, and Student Life. The major issues identified to further OSU’s childcare development are: the need for another licensed drop-off child care space; a replacement Child care center; more focus on family-friendly policies & guidelines; and subsidized care.

**Careers**

Career Services offered two all-majors Career Fairs and two Engineering Career Fairs (student and employer attendance was slightly down from last year –14% and 18% respectively, due to the current high unemployment rate): total student attendance for both fairs by term: Fall – 1643; Winter – 1430. Total employer participation for both fairs by term: Fall – 149; Winter – 134. Career Counselors met with students for a total of 1048 individual career counseling sessions—up 44% from last year. Our on-campus employer recruiting programs saw 145 employers conducted interviews, while 1061 students participated in these interviews (down 27% from last year). Career Services collaborated with faculty from four colleges and instituted a pilot Ambassador Program to hold regular office hours in the Colleges. The program was successful and will continue with minor modifications in Fall 2011. Career Services collaborated with the Community Services Center and VISTA volunteer to conduct the 5th annual “Non-Profit and Volunteer Expo”. The fair attracted 54 non-profit organizations and over 300 students.
This event provided an engagement opportunity with organizations for students pursuing service oriented careers. Career Services also partnered with EOP, ISS and CAMP to provide “Building Bridges” – a diversity networking event involving interactive instruction, employer roundtables, and presentations. A Peace Corps Campus representative position was re-introduced to OSU after a 6-year hiatus.

Enrollment and Retention

The Office of Enrollment Management Administration exercised leadership in a number of areas, with the goal achieving our desired enrollment outcomes and enhancing student success. Specifically the office initiated enrollment planning with academic deans and associate deans around divisional realignment, folding this into marketing, scholarship distribution, data mining, and fundraising; reconvened the Enrollment Planning Taskforce; providing leadership for the High Achiever Initiative Workgroup to expand collaboration across units to increase enrollment and success of academically gifted students.

The Office of Financial Aid and Scholarship continued its history of outstanding work providing access to financial support and assisting students in making college affordable. Among their many achievement this year are: processing 35,555 financial aid applications (a 19% increase); providing over 210 million dollars of financial aid and scholarships (a 20% increase) to 18,655 OSU students (a 12.37% increase); publishing an upgraded Financial Aid and Scholarship web page to better communicate to students and to match OSU’s new web page format; enhancing financial aid functionalities in Student Online Services; fully implementing Year-Around Pell Grant, which enabled them to offer an additional 1,100 Pell Grant awards; providing department and college training for the Scholarship Management System. This training assisted departments with submitting their scholarship award information on-line and having it integrated into the Financial Aid and Business Affairs disbursement systems. Student financial services and the financial aid office expanded financial literacy curriculum and workshops in conjunction with ASOSU.

New Student Program and Family Outreach served 5,205 new first-year and transfer students during START, OSU’s orientation and advising program. (+334 from ’09-’10). NSPFO conducted a phone call campaign for first year students who participated in programs from June- August. A total of 3,530 calls were attempted, which is 100% of the total eligible participants (first year students, in the June- August programs). In 23% of the calls we spoke with students, in 7% with a family member, 35% of the calls messages were left, and 10% of the calls were either no answer, no voicemail, or wrong number. The top three areas of questions received during the phone calls were about Residence Life (11%), Textbooks (9%) and Classes (8%). In 23% of the calls we spoke with students, in 7% it was with a family members, 35% of the calls we left messages and 10% of the calls were either no answer, no voicemail, or wrong number. The top three areas of questions received during the phone calls were about Residence Life (11%), Textbooks (9%) and Classes (8%). 697 new students and their family members participated in our off-site orientation programs (+222 from ’09).

Office of the Registrar worked with Academic Affairs and the OSU Bookstore to

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reduce the costs of first-year engagement textbooks in writing, math, and communication courses for the Fall 2010, Winter 2011, and Spring 2011 terms.

Quick Fact: OSU was awarded status as a Veteran Friendly campus for 2010-2011 by publisher Rick McCormack of the GI Jobs Magazine.

Programs for Youth

Under the leadership of Pre-College Programs 3214 students and teachers came to OSU through our Campus Field Trips Program. This is a slight drop from last year’s record of 3659 possibly due to cuts in school transportation budgets (several trips were cancelled because they couldn’t pay for transportation). Pre College Programs (PCP) organized the Volunteer With Kids program (in collaboration with SMILE, KidSpirit and 4-H) which trains and recruits undergraduate volunteers for youth outreach programs. 561 students, faculty and OSU community members are currently on the listserv and over 80 students participated in VWK training workshops. Additionally, PCP worked with the Office of Risk Management to develop a universal risk management protocol and liability waiver that can be used by all youth outreach programs.

Academic Success

The Office of the Registrar successfully implemented DegreeWorks. All undergraduate programs for six catalog years have been scribed along with the definition of Student Educational Plans. We anticipate this software will substantially improve students advising, degree planning, requirements tracking, and progress to degrees. UHDS implemented system-wide tutoring program in all residence halls in partnership with the Academic Success Center, as a way of enhancing student success.

Disability Access Services has continued to expand its services and resources to respond to the growing number of students with disabilities. This past year they hired 852 notetakers to provide notetaking for 290 DAS students in 1364 classes. DAS also collaborated with Counseling and Psychological Services to develop a “Social Skills Group” during the Fall of 2010 for students who have social anxiety issues and/or diagnosed with Autism Spectrum Disorder. The group was successful and continued throughout the academic year.

Student Conduct and Community Standards implemented an Academic Integrity and Success Seminar specifically focused for international students and successfully implemented the new Student Conduct Code with much success.

The Student Care Team continued its comprehensive efforts to support the needs of students facing distressing situations. Through the leadership of the Office of the Dean of Student Life the SCT increased resources for faculty and initiated a number of new partnerships to enhance its support for students. Of particular note is the partnership with INTO OSU, which has allowed for increasingly better support for international students. Among the activities by this group were:

1. Hosted a Care Teams Converge conference in April, attended by 60+ care team professionals from private colleges, universities and community colleges around the state. The conference was focused on networking with colleagues and discussing best practices for addressing care teams’ work. Special attention was given to mental health issues, breaking the chain of violence and managing student care data.
2. The SCT is nurturing relationships with our community college partners to better support our degree partnership students. This summer, members of our team will meet with the LBCC care team to discuss ways we can be most effective in proving support to those students who naturally migrate between our campuses. A strong partnership is being nurtured with Lane Community College as well.

3. The SCT is further nurturing our relationship with our City of Corvallis Fire Department partners. This spring we hosted the chief of the department to share information around how student emergency transports are handled and the notification of family members in those situations.

The Dean of Student Life convened a Leave Policy Workgroup of campus colleagues from academic units, student affairs, business affairs, and Affirmative Action to finish the involuntary Leave Policy development which will provide a process to remove a student to preserve the health and safety of himself/herself or others as described in the policy.

See Appendix B for a profile of cases with which SCT was confronted.

Research and Its Impact

The Department of Recreational Sports assisted in the development of the Recreational Sports winter survey focused on motivation for physical activity, decisional balance, self regulation, social support, nutrition, and self efficacy, in addition to customer satisfaction. This survey of students, faculty, and staff will inform marketing campaigns and interventions, as well as more in-depth focus groups.

Outreach and Engagement

The Office of Admissions continued to aggressively recruit students consistent with the goals of the OSU Strategic Plan. Appendix A details the number of events and contacts in that regard. Additionally, Admissions initiated a number of efforts to attract high achieving students, among them being the execution of our first AP test search buy and piloting a program using Naviance (high school counseling system) for marketing as methods to reach out of state and high achieving prospects. Admissions established Regional Advisor in Southern California to expand out of state recruiting efforts.

During the past year significant energy was put into supporting Youth Outreach and Engagement activities and Pre College Programs (PCP). We have moved forward with efforts to merge staffs of the two programs, co-locate the offices and construct a sustainable budget plan. PCP provided leadership to organize the Youth Outreach Leadership Council, support and guide the Youth Outreach Alliance. The Youth Outreach Leadership Council is comprised of thirteen stakeholders and is convened by PCP.

The Office of Intercultural Student Services provided outreach to communities throughout Oregon, engaging with youth, building relationships with Communities of Color and providing important information to prospective students. Among the events and communities to which outreach was offered were: Asian and Pacific American Network of Oregon; Si Se Puede; Tillamook High School; Chemawa Indian School; Northwest Region Campus Pride College Fair & Prep Day; African American Youth Leadership Conference for Salem/Keizer School District; and numerous events for tribal communities.

University Housing & Dining Services facilitated student service learning and community service with the following groups: Stone Soup; local assisted living facility; Community Outreach, Inc.; Linn-Benton Food Share Support; Albany Habitat for Humanity; OSU Food Drive; Linn-Benton Furniture Share
Community and Diversity

The Student Affairs Assessment Council completed and implemented the Cultural Knowledge and Effectiveness Rubric. Our hope is the rubric will be used in units in the Division to map out diversity-related learning and assessment activities. [http://oregonstate.edu/studentaffairs/sites/default/files/docs/FinalVersionofInterculturalKnowledgeandEffectivenessRubric.pdf](http://oregonstate.edu/studentaffairs/sites/default/files/docs/FinalVersionofInterculturalKnowledgeandEffectivenessRubric.pdf)

University Housing & Dining Services continues to innovate and refine best practice approaches to integrating diversity into the student experience, staff development and human resource practices. Among the outstanding efforts undertaken by that unit are: UHDS Human Relations Advisory Group; the Managing Difficult and Courageous Conversation curriculum (MDACC) 8 part workshop series; the Cultural Cuisine Program: Building Inclusive Communities (BIC) Workshop Series; and the Racial Aikido Program (as well as training faculty facilitators).

International Students

The International Students of OSU supported 29 culturally related events with an estimated 10,000 attendees.

The Department of Recreational Sports provided specialty physical activity opportunities for Muslin women this year in aquatics and cardio/weight training. From this experience and feedback from ISOSU and others, the department is now planning special programming for a variety of interest groups and needs that will be implemented this fall. Upon feedback from INTO OSU, instructional and intramural sport leagues to address the specific interests of international students will be offered starting this fall.

University Housing & Dining Services grew the OSU Homestay Program, a program supporting the learning objective of English language learning students through INTO OSU by matching students with families in the community. [http://oregonstate.edu/uhds/homestay/](http://oregonstate.edu/uhds/homestay/)

The ASOSU Office of Advocacy developed the “Free Guidance for On-Campus Problems” flyer in six languages: Mandarin Chinese, Arabic, Korean, Japanese, Spanish and English.

Food Pantry staff developed a dedicated outreach program to INTO OSU, inviting students to volunteer at the pantry to improve English, become engaged in the community, and allow a face-saving way for international students in need to access food pantry resources.

Support for Under-Served Communities

Intercultural Student Services and Student Health Services co-created and implemented a Cross-Cultural mentorship program, which served 78 students in its initial offering. The program provided skill development and orientation for more than 25 faculty mentors. The program targets under-represented students, including international students. Through collaboration among the LGBT Outreach & Services, Office of Engineering Undergraduate Programs, and Women and Minorities in Engineering Programs the OSU Chapter National Organization of Gay & Lesbian

Quick Fact: Oregon State University received a top ranking in 2010 and 2011 as one of the best campuses in the country for LGBT students.
Scientists and Technical Professionals (NOGLSTP) was launched on October 11, 2010. The LGBT Outreach & Services Office conducted Safe Space training for 280 staff, faculty, students, and community members as a means of increasing the positive climate on campus for LGBT students.

The Office of Financial Aid and Scholarship continued the Bridge to Success program for a third year. Nearly 3,000 students were assisted with this program. The program leverages federal, state, private and institutional gift aid to ensure that OR residents that are Pell and Oregon Opportunity grant recipients have their tuition and fees paid with gift aid.

The Office of the Registrar added a new veterans’ certification specialist and two veteran student workers to handle the increased case loads defined by the federal government, and to manage an 80% increase in the number of veterans attending OSU from Fall 2009 to Fall 2010.

Serving Youth

Pre College Programs (PCP) worked closely with Intercultural Student Services and 4-H Youth Development to provide meaningful cultural experiences for students from diverse communities. Events included student panels during field trips (with Casa Latina and Ujima Education Office) and a weekend workshop for sixty students from the Burmese refugee community in Portland (4-H and Asian and Pacific Islander services). Also, PCP brought 60 students from the Burmese refugee community to campus for activities and tours through a collaboration with Multnomah County 4-H.

The annual PeaceJam Northwest Youth Conference, with Nobel Laureate Rigoberta Menchu Tum attracted almost 200 high school and middle school youth. The conference also enlisted almost 50 OSU students who were provided with training as mentors to increase intercultural effectiveness, demonstrate effective communication, provide group facilitation, and offer mentoring. Mentors serve the community by volunteering to help facilitate family groups of high school and middle school student and to facilitate learning about acting on global issues and engage in service learning, as inspired by the Noble Laureate with whom the students interact.

Ujima Education Office co-sponsored the Annual African American Youth Leadership Conference for Benton, Lane, Lincoln, and Linn Counties. The Conference was held at University of Oregon on April 5, 2011 and served 400+ youth. Ujima also co-sponsored another African American Youth Leadership Conference for Salem/Keizer School District. The conference, which was held at Western Oregon University on April 7, 2011, served 300+ youth.

International-Level Activities and Accomplishments

Allison Davis-White Eyes organized the Oregon State University delegation to Humboldt Universitat zu Berlin with Larry Roper, Becky Warner, Susan Shaw, Paul Kopperman, Sebastian Heiduschke, and Brent Steel, where participants discussed international student exchanges, research opportunities between the two institutions. Allison also participated in the Transatlantic Symposium in Madrid and Berlin with 5 OSU graduate students and one undergraduate.

Allison Davis-White Eyes participated in the International Comparative Rural Studies program on indigenous issues as a workshop leader in Norway 2011.

Other Initiatives

Facilities, Technology and Infrastructure

Technology
Units with the Division of Student Affairs invested in technology and enhanced its use to advance communications, efficiency, and effectiveness. Specific efforts included:

- The effectiveness of the Veterans website was reevaluated and made changes based on feedback from veteran students and veteran workgroup. [http://oregonstate.edu/veterans/home](http://oregonstate.edu/veterans/home)
- UHDS transitioned to Tillikum, an innovative open source housing information management system which increased efficiencies and service to students, especially in room selection.
- OSU office of Student Conduct and Community Standards and University Housing & Dining Services implemented a web based student conduct system in partnership in collaboration with Portland State University and University of Oregon.
- The Office of the Dean of Student Life managed the Luminis Portal ownership and design of Campus Life page.
- In collaboration with Associate Provost for Academic Success and Engagement, Career Services met with decision makers from each college to design a website focused on internships. [http://oregonstate.edu/career/find-internship](http://oregonstate.edu/career/find-internship)
- Based on research and recommendations of Enrollment Management, OSU purchased COGNOS, CRM, Retention and the Performance Analytics modules from SunGard which will provide tools to greatly enhance OSU’s recruitment and retention efforts;
- The Office of the Registrar completed the imaging of an estimated 1.5 million permanent academic records stored in the lower storage “vault”.

**Facilities**

Facilities advancements include:

- University Housing & Dining Services (UHDS) continued with the largest ($60M+) capital improvement/building program in the history of UHDS, to further enhance living-learning environments. Major projects include: International Living Learning Center, completion of Arnold Dining Center renovation, and completion of Poling Hall renovation. UHDS also increased investment in capital renewal from $600K in FY09 to $2.8 million for FY11; a $2.2 million difference.
- The Memorial Union completed the Conceptual Design and Program Planning Phases of the SEC Construction and MU Renovation.
- The opening the new Student Legacy Park and renovating McAlexander Fieldhouse has greatly expanded our ability to serve students and others on the OSU campus. The engagement of students and others has begun to transform the central campus location with higher than expected use. We are witnessing the formation of small groups and communities participating on a regular basis and a level of
socialization that we had hoped would occur.

Quick Fact: UHDS/Campus Recycling/Surplus Property collaborated to reduce waste during hall closing (through recycling and donations). Hall residents donated 17,558 lbs of material (1.5 times more than 2010).

- The American Indian Initiatives Office planned and coordinated the Native American Longhouse ground breaking ceremony which brought together the OSU community, as well as off-campus community and Tribal Elders from across the State to commemorate this historic event.

- Enrollment Management developed a plan for moving the Visit Center to a more appropriate space and plans for co-location of the financial aid and student accounts offices are underway.

- Over 50 classrooms went through a significant furniture and technical overhaul to enhance the learning/instructional spaces during the 2010-2011 academic year.

- The first and second phase of the physical space remodel of the Office of the Registrar was completed.

**Infrastructure**

UHDS and the Memorial Union implemented the Orange Rewards dining program, providing 5,465 students, faculty and staff (over 2,000 non-residents) with the opportunity to buy food on campus at a 10% discount. The program yielded over $820,000 in deposits.

Student Health Services successfully achieved reaccreditation, for the maximal 3 year term, by the Accreditation Association for Ambulatory Health Care and also participated, along with 13 other universities, in the American College Health Association Clinical Benchmark study.

**Sustainability**

University Housing & Dining Services Expanded purchasing relationships with local farmers and ranchers to buy melons, apples, pears, lamb, pork, and beef. UHDS also began purchasing cage-free shell eggs from local egg producers.

The Student Sustainability Initiative awarded Recreational Sports $359,000 for implementation of a solar water heating system for Stevens Natatorium.

**Faculty and Student Awards**

Peggy Duncan, Administrative Operations Coordinator, Kathryn Magura, Assignments & Systems Manager, and Gordon Stratton, Analyst/Programmer, received the NWACUHO Operations Award.

Dan Larson, Associate Director received the OSU Excellence in Service to Persons with Disability Award.

Dawn Snyder, Bloss Resident Director, Willie Morgan, Halsell Resident Director, and Victor
Santana-Melgoza, former Multicultural Resource Coordinator, were selected to receive the Innovative Response for Social Justice Award through the ACPA Commission for Social Justice Educators (CSJE) at this year’s ACPA conference for their Building Inclusive Communities workshop series.

Chris White, Manager of Information Systems, was recognized for his volunteer online marketing support with the Center Against Rape and Domestic Violence (CARDV) as a 2010 CARDV Award Recipient.

Tara Riker, Poling Resident Director, was awarded the Association of College and University Housing Officers – International (ACUHO-I) New Professional Scholarship winner.

Skip Rochefort received the OSU Outreach and Engagement Award.

Other

Scholarship

Research Reports


Journal Articles and book chapters


Progress on Selected Priorities and Challenges for 2010-2011

A. Complete the student affairs strategic plan and communications plan – focusing on: Enrollment and Retention; Student Learning, Leadership, and Development; Facilities and Infrastructure; Budgets and Financial Resources; Communications/Marketing; and Assessment and Research.

We completed our strategic during our annual Student Affairs Leadership Team retreat. Our next step is to convene and charge initiative teams to coordinate strategies.

B. Resolve issues regarding the structure and functioning of Intercultural Student Services (ISS).

There is now an interim director for the Office on Intercultural Student Services. During the 2011-12 academic year we will conduct an internal and external review of the office and determine the appropriate organizational structure and staffing.

C. Increase cultural fluency within our Student Affairs Leadership Team (SALT) – our ability to understand and respond to international student issues, as well as deepening our partnerships with other university colleagues to improve service to students.

A number of initiatives were initiated to increase the skills and awareness of staff. There is still much more effort needed in this area. We have placed a specific emphasis on this area in our Division of Student Affairs strategic plan.

D. Develop and implement a leadership development program for student affairs staff.

We made very little progress on this goal. Again, because it is such an important area to address we have integrated it into the Division’s strategic plan.

E. Enhance transfer student support – with particular emphasis on helping with transitional issues (collaborate with UCSEE).

A number of initiatives were launched to support the needs of transfer students. Particularly, efforts were initiated with Linn Benton Community College to strengthen our collaboration and support for transfer students. The transfer student portal provides comprehensive information for transfer students.

F. Conduct a comprehensive review of University childcare services to determine future structure and direction.

The task force completed its work and presented its findings to the Vice Provost for Student Affairs. Several of the recommendations are being acted upon. Additionally, we are exploring options for an additional drop-off childcare location, which was identified as a major need.

G. Significantly advance efforts to construct cultural centers.
All projects are moving forward at the anticipated pace. There are minor funding issues that still need to be resolved, but nothing that will delay our progress. The groundbreaking for the Native American Cultural Center took place in May 2011. The groundbreakings for the other three centers are planned for May 2012.

Challenges

Keeping pace with the staffing demands created by increased enrollments and more complex student issues.

Finding appropriate alternative testing space.

Continuing efforts to respond to the increasing diversity among our student body.

Developing a robust enrollment management plan that includes the perspectives of key stakeholders.
Appendix A

Admissions has hosted, planned and arranged a variety of events and activities for student engagement and success. Below are the activities and information on outcomes.

### Campus/In-State Efforts

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<th>Recruitment Activities</th>
<th>Total Events</th>
<th>Students</th>
<th>Counselors</th>
<th>Other</th>
<th>Total Contacts</th>
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<td>111 Groups</td>
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<td>Campus Visitor Center and Programs Subtotal</td>
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<td>Total Population Served</td>
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### Oregon University System Tour

<table>
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<tr>
<th>Recruitment Activities</th>
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<th>Counselors</th>
<th>Other</th>
<th>Total Contacts</th>
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<td>OUS Tour Individual Visits and Campus Plans</td>
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## Out of State Efforts

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<td>High School Visits</td>
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<td>402</td>
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<td>18</td>
<td>545</td>
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<td>School/District Sponsored Fairs</td>
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### Multicultural Recruitment Activities

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<tbody>
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<td>Si Se Puede Program</td>
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# Appendix B

## Student Care Team

<table>
<thead>
<tr>
<th>Reports Received</th>
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<tr>
<td>International Students</td>
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<td>Illness</td>
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<tr>
<td>Faculty/Staff Concern</td>
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<td>Student Death</td>
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