On behalf of the Division of Student Affairs at Missouri State University, I am pleased to present the 2013-2014 Annual Accomplishments. Student Affairs provides programs, services, and initiatives that facilitate student development, learning, and success. We work with and for our students in an effort to provide a comprehensive and holistic student-centered learning environment. In Student Affairs, we believe in an educational process that extends beyond the classroom, laboratory, and library to include all aspects of the student’s life. And, as educational partners, we prepare students to become lifelong learners, friends, community leaders, and active citizens, as we change their lives in the most powerful and meaningful ways.

Departments within the division had many achievements and successes throughout the year. I am ever impressed with the volume of activities, the diversity of programming, and quality of the initiatives we host. I congratulate the staff in Student Affairs for their dedication, hard work, and passion for higher education. As we look toward the next fiscal year and the implementation of our new Strategic Plan, I am enthusiastic about our continued ability to provide innovative approaches to student development, learning, and success.

This List of Accomplishments is not all inclusive but a sampling of the good work that is done within our division. Great Job Student Affairs Team!

Go Bears!

Dee Siscoe
Vice President for Student Affairs
Division Mission Statement

"The Division of Student Affairs is dedicated to helping students achieve success in their pursuit of academic and personal excellence. Departments and programs are designed and constantly evolving to complement our academic programs and the Public Affairs Mission of Missouri State University. Commitment to student success and excellence is provided by enhancing the total educational experience through engagement in student development opportunities and by providing exceptional service."

The Division of Student Affairs is committed to supporting the Missouri State University community in its efforts to develop educated people. The Division consists of multiple support services, including departments dedicated to residence life, judicial services, enrollment management, student engagement, student health, and career services.

Student Affairs Operational Statement.

The mission of the Division of Student Affairs at Missouri State University is to support the University in its efforts to develop educated people. To achieve this goal, the Division will actively work toward enrolling students, providing essential student services, enriching the co-curricular opportunities available to students, and helping students develop a refined sense of values, integrity, and social awareness which is necessary for future leadership roles. It is through the support of the four units: Enrollment Management and Services, Dean of Students, Student Academic Support Services and the Taylor Health and Wellness Center that unique opportunities are available to meet the learning, social, developmental and service needs of students. We will function to create a supporting and supportive environment in which students may excel. Through student success the University succeeds in its mission of developing educated persons.

In achieving this mission, the staff in the Division of Student Affairs will strive to assess the needs of students, parents, and constituents who are community members and clients. We will continuously review the service which we provide and the mechanisms which we use to provide those services. We will commit to using the resources available (staff, capital, and knowledge) to streamline and improve our direct delivery of services.

The Division will develop procedures and structures to encourage student involvement and participation. This will enrich the co-curricular experience. Through the use of facilities and renovation of facilities we will encourage interaction among students, and among students, faculty and staff. Our goals will include developing students to lead, to become involved, and to develop academic perspectives as a routine mechanism for conflict resolution. We will provide an environment where student issues and concerns may be addressed in a mature and sensible way.

The Division’s staff will strive to develop a learning community in the truest sense of the word. We will recognize the value of membership in an academically diverse and culturally pluralistic unit, a unit which subscribes to shared values, celebrates diversity, and encourages free speech and participation in public affairs. We will recognize legality, but reward civility and caring. We will work with all members of this campus community and ask they be guided by an ethical sense of support for all group members. In addition to the legal positions, which may ignore basic emotional needs, we will focus on personal value clarification, integrity and ethics, social awareness, a commitment to a code of honor in behavior, and a level of trust among and between all members of the Missouri State University community.
How Does Student Affairs contribute to the MSU Public Affairs Mission?

Cultural Competence

- SOAR created a new session entitled *Bear Essentials: What You Need to Know about Public Affairs*. During this session, all new first year students will participate in three engaging activities, each centered on a pillar of the Public Affairs mission.

- Residence Life presented 39 specific programs in the Residence Halls that focused on Cultural Competence. The Tunnel of Oppression was one such program that was an interactive diversity program in which actors put on scenarios for participants to experience.

- The Registrar’s Office offered *Boot to Books*, a veteran and military student advising workshop.

- The Plaster Student Union worked with the Division of Diversity and Inclusion to produce a student-created diversity mural now prominently displayed in the PSU atrium.

- Campus Recreation collected student artifacts for the Office of Assessment’s Quality Initiative Project. This was the second year for participation and showed growth from 30 artifacts the first year focusing on how student employees connect their position in the FRC with the Public Affairs Mission.

Ethical Leadership

- The Office of Student Engagement worked with student organizations to compete a Public Affairs scale at organization orientations. The scale helps all learn about connections with organization involvement.

- Leadership Programs, within OSE, sponsored the Distinction in Public Affairs program that targets sophomores and juniors who want to enhance their co-curricular experiences and learn more about the three pillars of the public affairs mission.

- The Office of the Registrar reviewed academic policies to ensure they continue to apply to all subsets of students. They also maintained integrity in both our debt letter/reconciliation process for students receiving veterans’ benefits and transcript fee collections.

- Residence Life, Housing and Dining Services presented 15 programs specifically related to ethical leadership in the residence halls.
Community Engagement

- The Office of Student Engagement/Fraternity and Sorority Life community served over 30,000 hours, donated over $62,000 and provided 16,251 pounds of food to Ozark Food Harvest and 5,272 items to the Ronald McDonald House.

- Financial Aid collaborated with Consumer Credit Counseling of Springfield (CCC), training their counselors regarding student loan debt and concerns.

- Enrollment Management coordinated a team from the university that has worked with Kickapoo High School to implement the Kickapoo U program. As one outcome, Career Services has arranged to offer a section of ISD 120 for dual credit at Kickapoo for the fall semester, to be team-taught by Kickapoo faculty and Career Services staff.

- The MSU Bookstore donated the Public Affairs pins given to all incoming freshmen at the Opening Convocation.

- Career Center hosted the Women in Law Enforcement panel in conjunction with MSU Criminology and Criminal Justice Conference. They also hosted their annual spring Career Expo with four other universities: Drury, College of the Ozarks, Evangel and SBU.
Significant Accomplishments

Student Affairs Division-wide

- Created a new Strategic Plan (mission, vision, values and objectives) that will guide the work of division over the next 5 years.
- Developed and implemented the inaugural Assessment Symposium, highlighting research conducted by graduate students in the SAHE program.
- Brought Dr. John Schuh to campus to talk with staff and students about “creating a culture of assessment”.
- Hired a Budget Officer for the division.
- Made several positive enhancements to commencement (i.e., maroon regalia, new diploma covers, ability for students to decorate caps, increased sash options, etc.)
- Hired a Parent/Family Coordinator to assist with communication and programming with family members.
- Created a Departmental Review Process which will help departments assess their work in relation to the CAS standards on a 5 year cycle.

Admissions

- Contributed to increase in fall freshman enrollment of 8.1% (FA13 = 2,693 and FA12 = 2,491)
- Contributed to increase in fall transfer enrollment of 8.6% (FA13 = 1,754 and FA12 = 1,615)
- Contributed to increase in increased spring transfer enrollment of 4.5% (SP14 = 671 and SP13 = 642)
- Contributed to increase in enrollment of new underrepresented undergraduates (freshman and transfer) of 8.9% (FA13 = 613 and FA12 = 563).
  - FA13 set a new record. The previous record was FA12 (563)
  - FA12 was a 22.1% increase over FA11 (461) and a 14.7% increase over the previous record in FA10 (491)
- Added an Illinois Recruiter, and reorganized to create a Transfer Recruiter/Evaluator.
- Started the MSU New Student Facebook Community
MSU Bookstore

- In contrast to the majority of major college and university bookstores, the MSU Bookstore has maintained an increase in new textbook sales.
- Developed partnerships with SGA on an ink cartridge recycling project.
- Developed a fair trade product area that has been very popular with students.
- Re-organized the layout of the textbook department to reduce inefficiencies and to better serve our students.
- Re-structured our textbook reservation system to better serve our students.
- Implemented RMSA to assist us in reducing the clothing department inventory levels and increasing inventory turns, which has resulted in increased profitability of the department.
- Completed a Bookstore Master Plan with Design and Construction.

Campus Recreation

- Submitted 116 student artifacts for the Office of Assessment Quality Initiative Project relating to the Public Affairs mission.
- Exceeded growth expectations in all areas of Campus Recreation including facility usage/reservations and program participation.
- Established process to scan all paper records for organized and accurate record keeping and eliminate storage of numerous paper files.
- Staff were elected/appointed/presented to several professional organizations (NIRSA, AORE, Red Cross, MOIRSA).

Career Center

- Moved all campus interviews to PSU Skyboxes, a common interviewing area for the first time in 20 years
- Added electronic attendance verification to career events.
- Introduced and taught IDS 120 Career Development and IDS 320 Job Search in blended mode and online. Classes were at capacity.
- Successfully shepherded seven CREAD students through the seven-step process in career development process to enable them to remain in school.
- Converted MBTI and Strong Interest Inventory assessments from paper exercises, saving more than 200 hours of career counselor grading time and enabling students to have permanent access via the internet to assessment results.
- Participated in a three-day training entitled Building Bridges at the Federal Bureau of Prisons site in Springfield, MO. The program trained individuals and offices to develop effective strategies to assist federal law offenders in career development and job searches.
- Posted 4,712 full-time, internship and part-time job openings on the Career Center job board Job Tracks. Added 600 new employers to the employer database.
- Career Center staff met with 4,032 students in individual appointments aimed at helping to prepare students for careers/career search.
Counseling Center

- Applied for and obtained a $10,000 “SoBear: Bears in Recover” Grant through the Stacie Mathewson Foundation.
- Held a Brown Bag Seminar series aimed at supporting faculty and staff on how to identify and refer students in distress.
- Conducted processing rooms as a significant part of the Tunnel of Oppression activity.
- Actively served on the Behavioral Intervention Team, helping to assess students in distress.

Dean of Students Office

Behavioral Intervention Team

- Added two faculty positions as well as the Associate Provost Chris Craig and Provost Fellow Julie Masterson to the BIT.
- Created a confidential shared folder that permits Team members to enter and view meeting agendas, minutes and documentation of students of concern.
- Provided presentations on classroom disruption and behavioral intervention to multiple venues; AAA, College of Arts and Letters Deans and Department Heads, Communications Department, and two Provost-sponsored professional development seminars for faculty.

Violence Against Women Act (VAWA) and Campus SaVE Act Compliance

- Developed and provided training for hearing panel members willing to serve on panels where sexual violence was the allegation.
- Assisted over 25 students who were referred for various issues of sexual misconduct.
- Reviewed educational modules to comply with educational requirements of VAWA, selected Haven by EverFi and completed a two year contract. All new freshman and transfer degree-seeking undergraduate students will be required to complete Haven during the Summer and Fall of 2014.
- Created a sexual violence prevention website that will serve to educate students on a continuing basis.

Biennial Review

- Met the federal requirement under Title 34: Education, Part 86 for IHE’s to biennially review the University’s Alcohol and Other Drugs Prevention Program for years 2012 and 2013.
Enrollment Management

- Served on a team that worked with Cranford Johnson Robinson Woods (marketing consultants) as they administered and reported on their research.
- Successfully submitted a proposal for purchase and implementation of a new degree audit system (Degree Works) that, when implemented, should contribute to increased satisfaction of student and advisors.
- Completed first-year implementation of the On Campus/On Track program with Ozarks Technical Community College (OTC).
- Continued to spearhead ongoing work of OTC-MSU Work Group. Will present a session on cooperation between our institutions at the American Association of Collegiate Registrars and Admissions Officers (AACRAO) annual Transfer Conference in July 2014.
- Significantly revised a number of policies (some academic, some student) that were approved by Administrative Council, including the Out-of-State Waiver for Missouri High School Graduates.
- Contributed to implementation of cooperative Doctor of Pharmacy program with UMKC to enable students in the program to enroll and receive the benefits of being MSU students.
- Coordinated with a team that implemented procedures to enforce the 1,000 hour limit for student employees.
- Contributed to the planning and execution of a team visit to Metropolitan Community Colleges
- Contributed to reorganization/revision of fee schedule to make it more understandable and user-friendly.
- Chaired the Executive Enrollment Management Committee which continued to focus on enrollment-related issues and concerns. Discussion topics included: graduate tracking, net revenue, student success and retention, and institutional aid for students with need.
- Contributed to implementation of the Foreign Language Institute and the Agriculture NIFA Capacity Building Consortium of Five Universities.

Financial Aid Office

- Successfully implemented several new federal regulations.
- Began focused cross-training within units.
- Experienced and successfully processed substantial increase in aid applications and number of those applications marked for verification.
- Hired 3 part-time employees to facilitate verification process; significantly reduced response time.
- Located spare inches for workspaces for new part-time personnel.
Office of Student Engagement

Fraternity and Sorority Life (FSL) Governance Statement task force was formed (including members of organizations and administrators) and the group reviewed the FSL Governance Statement which hadn’t been reviewed in 5 years.

Co-Curricular Involvement initiated a group of 12 students selected to serve as the inaugural class of the Student Engagement Ambassadors for the 2014-2015 academic year. The group will help serve as peer-to-peer educators to our 300+ student organizations, leaders and advisors. Training a will include public affairs topics, leadership training and budgeting.

Traditions Council Executive Board recruited and selected to create programming utilizing the student engagement portion of the BEAR fee. This group will be highly involved with new facility dedications and tradition building at Missouri State.

Leadership Programs evaluated the current Distinction in Public Affairs program to ensure the learning outcomes have been met and the level of satisfaction with both the student and facilitator experience. Program adjustments being proposed based on the feedback.

Plaster Student Union

Assistant Vice President Thomas Lane chaired the division’s 2014-19 strategic plan development process.

An internal review of Conference Services was conducted and a staff recommendation was given to change the office name to “Event and Meeting Services”. The new name better reflects the services offered while looking towards the future for other services to consider.

Produced the successful Special Olympics Summer Games RFP bid (with assistance from Residence Life & Dining Services and Hammons Student Center) to have MSU be the host site for the summer games starting in 2015 for a four year period.

Conducted an assessment of the Plaster Student Union services and programming, receiving responses from over 500 students. Staff is currently reviewing data and will be determining facility and programmatic improvements based on responses.

For sustainability, new soap dispensers and air deodorizers were installed, replacing the previous versions that required batteries to operate. As an added benefit, the soap and air deodorizers are more affordable and should save the facility thousands of dollars annually.

Office of the Registrar

Completed the Association of Collegiate Registrars and Admissions Officers (AACRAO) Professional Development Guidelines for Registrars Self-Assessment study.

Successfully implemented the new Application to Graduate system, in-house diploma printing process, integration with the National Student Clearinghouse’s Electronic Transcript Exchange system, and the VA Education Cash Advance policy and procedures.

Developed and administered a survey to assess students who have withdrawn.

Reorganized to create a new Business Process and Reporting Analyst position.

Initiated the Proactive Registration and Bear Return advisement projects.
Residence Life

Staff and program recognition through DOSA awards; UMR-ACUHO, Social Justice Award; NASPA IV West Professional Rising Star, and Undergraduate Student Rising Star Award.

Residence Life organizations, student leaders, programs and professional staff were awarded STAR awards at the annual Spring 14 event.

Planned and obtained successful bids for Kentwood Hall renovation for Summer 14. Continued work for major improvements to Sunvilla Tower for upcoming 14-15 academic year.

Have managed required compliance with all student employees to work no more than 20 hours per week.

Articles published in UMR-ACUHO Perspectives Fall 2013, Volume 49, No. 3.

Service component added to full staff trainer LLC Annual Day of Service.

LLC record breaking occupancy for Fall 14.

On Campus On Track program partnership with Ozarks Technical College.

Provided all RAs and RPAs with iPads.

Created online Room Condition Report process.

Installed electrical meters in Hammons and Hutchens houses.

Custodial and maintenance staff participation in UMR-ACUHO, IEHA/ISSA, and IEHA Regional Conferences and Workshops.

Successfully added 2nd & 3rd shift custodial supervisor position for enhanced 24/7 Residence Life, Housing and Dining Center coverage.

Submitted numerous projects for QIP. Planned and presented 2,347 programs with 40,715 students in attendance. An additional 368 programs were LLC sponsored with 5,130 students in attendance.
**Director of Scholarships**

- Revised the Financial Aid/Scholarship guide, reducing the cost by $9,621 while increasing the count by 5,000 over last year.
- Completed a new scholarship piece (public affairs mission, online community information, scholarship description, and “next steps” timeline) for scholarship interview day folders to align with Admissions’ prospect pieces.
- Worked with the Admissions Office and Honors College to enhance the Presidential Scholarship Interview Day for 13-14 and 14-15 Presidential prospects, and awarded additional scholarship funding (i.e. University and Governors Plus). Resulted in increased enrollment over the previous year.
- Contributed to the research for a graduate need-based scholarship which will be implemented beginning with the spring 2015 semester.
- Implemented transfer scholarship changes and new transfer scholarships (i.e. STEM Transfer Scholarship).
- Served as a committee member on the Missouri Department of Higher Education’s new: College Access Advisory Committee.
- Requested publication pieces from approximately 20 other universities in order to compare to Financial Aid/Scholarship Guide.

**Student Conduct Office**

- Adjudicated Alcohol and Drug violations for the 2013-2014 school year
  - 287 students pled Responsible or were found Responsible for a first alcohol violation
  - 38 students pled Responsible or were found Responsible for a second alcohol violation
  - 4 students pled Responsible or were found Responsible for a third alcohol violation
  - 37 students were assessed EMTs due to their observed impairment due to alcohol. Of those 18 were transported to the hospital.
  - 31 students pled Responsible or were found Responsible for a first marijuana policy violation
  - 1 student had a second marijuana violation
  - 12 alcohol education classes were held this past year; every class was at maximum capacity.

- The Office of Student Conduct participated in various social norming and educational programs, assisting with campus programs, speaking to incoming students, building on community partnerships, and attending student organizations’ meetings to speak about alcohol, drugs, assault, and healthy/safe behaviors.
- Researched databases that would support the Behavioral Intervention Team. Selected and contracted with Maxient to provide a database that will serve the Behavioral Intervention Team, the Office of Student Conduct, and the Academic Integrity Council.
Student Orientation Advisement and Registration (SOAR)

- SOAR instituted a residency requirement for all students attending two-day orientation sessions in June and July. This requirement serves to provide students with more and better opportunities to form connections to each other and to Missouri State.

- SOAR implemented an online pre-orientation program called SOAR Springboard for future students. By presenting information or assigning tasks online, time is conserved during in-person experiences for more meaningful discussion or engagement.

- Hiring a full-time coordinator of Parent and Family Programs, Priscilla Childress, has allowed us to better engage family members and increase campus involvement in upcoming family programs such as Family Weekend.

Taylor Health and Wellness

- Installed Taylor’s first full electronic health record on May 21, 2013. Operationalized the system since and now expanding its functionalities and reliability.

- Added Dermatology Consultant in September, 2013.

- Added intrauterine device insertion/removal at Taylor, which saves patients time and expense of going off-campus for this service.

- Successfully rebid Student Health Insurance. Premium increase is only +$92, and now the plan is fully ACA compatible, no pre-existing condition limitations, and provides unlimited coverage, with United Health Care

- Increased pharmacy # of scripts by +4% and increased profitability $ margin by + 18% when comparing Spring Semester, 2013 to Spring Semester, 2014.

- Increased clinic office visits by +4% from previous year.
  - 17, 526 office visits this year.
  - 1,336 comprehensive wellness physicals for employees/families this year.

- Employee/Family Wellness revamped the annual employee wellness activity to save $80,000 and increase employee choice, satisfaction, and activities.

- Coordinated a team that implemented procedures for compliance with SB 197 (required tuberculosis screening).