

2013-2014

**Annual Report
for the
Division of Student Affairs**

**Departmental Report:
Dean of Student Life**

Information gathered and entered by Widony, Debby

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*Report compiled by the Office of Student Affairs Research, Evaluation, and Planning
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2013-2014 (due 8/1/14)

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Department Information: Mission, Vision, Values, Highlights

Mission

The Office of the Dean of Student Life facilitates students' successful navigation of campus life and their holistic development through direct student support, collaboration with university and community stakeholders and engagement in the creation of policies, procedures and initiatives that support student success.

Departmental Highlights

1. Expansion of the Student Care Services: The student care programs and services is now served by an Assistant Dean of Student Life and a full time Student Care Assistant. The two most visible components of student care, Student Care Team and Student Life Assistance Team, managed 117 situations and responded to 246 requests for assistance respectively.
2. Implementation of Corvallis Community Relations: To fulfill the University's commitment to the Collaboration Corvallis recommendations, a Director of Corvallis Community Relations was recruited and began work in late spring. The fledgling program participated in the Off-Campus Housing Expo to provide information to students who will be transitioning to off-campus housing.
3. Campus Messaging Workgroup delivered values messages: The Dean of Student Life facilitated a workgroup to construct relevant, timely, effective, and collaborative messaging to the campus community framed in the messaging core elements of OSU values, safety, consequences, and resources. Primary partners are ASOSU, Center for Civic Engagement, Intercultural Student Services, International Student Advising Services, Residential Life, Student Conduct & Community Standards, and Student Health Services Substance Abuse Prevention. Messages were designed to appeal specifically to students and were delivered via a Barometer insert one time in each of the terms (fall, winter, spring).
4. Revival of Campus Traditions: The first-year experience initiative aimed to create signature set of programs and experiences to help new first-year students become thriving members of the Oregon State University community. The Dean of Student Life convened a Steering Committee to identify and develop campus traditions that correspond with the university culture, aiming to enhance the sense of community, curiosity and whimsy on campus with the goals of 1) Build affinity among students across class years, 2) Develop a stronger sense of community campus-wide, as well as with the alumni community, and 3) Strengthen existing traditions while exploring the possibilities found in new traditions.

5. Everyone Matters @ OSU(EM@OSU): For the second consecutive year, The Office of the Dean of Student Life has been home to an initiative that provides safe space and ways for students, faculty, and staff to express their commitments to inclusivity and non-judgment. This year EM@OSU partnered with #itooamOSU to support responses to incidents on campus, launched the Conversation Couch for spontaneous chats about big questions, and threw a grand birthday party for the Human Services Resource Center.

Student Engagement & Success

Access to Oregon State University

Student Care services are the most visible of the Dean of Student Life's efforts in fostering access to higher education. The Student Life Assistance Team helps students and families navigate the issues they may encounter at Oregon State University, especially around disconcerting personal events or crises, mental health struggles, and academic difficulties. The Assistance Team often helps students and families connect to the resources needed for them to discover financial aid options and student peer advocacy services. The Assistance Team also supports faculty and staff as they interface with simple, non-routine student situations. The Student Care Team addresses situations when it is a complex or safety issue. The Care Team can be used as a consultation source when standard processes have not addressed a situation.

Community & Involvement

Student Organizations

Student Life enhances students' sense of community at OSU through initiatives and endeavors. The inventive, engaging activities and events of our Everyone Matters @ OSU initiative encouraged personal awareness and participation in creating and sustaining an inclusive, non-judging community. The EM@OSU Facebook page is a joyful record of the breadth and depth of student participation.

Our NASPA Undergraduate Fellowship Program (NUFP) is a community of scholars selected to experience various leadership roles on campus including roles within Student Life, University Housing and Dining, Diversity Development, and Women's Studies. NUFP creates possibilities for the participating scholars and that changes the landscape of student affairs and higher education which aligns with the University's commitment to enhancing and promoting diversity.

U-Engage students who participate in Fireside Chats with the Dean of Student Life are experiencing student community by sharing in conversation that dismantles preconceived notions of a campus administrator. During the conversations with the Dean, students hear the realities of her student experience and learn to relate to an accomplished professional.

To strengthen the sense of community with those who are members of fraternities and/or sororities, Student Life leadership visited with chapters during late winter and spring terms. The visits were a time

for members to share their aspirations and accomplishments and for the Deans and Director to invest in another part of the student community.

To fortify Student Life connections and celebrate the spirit of the Cultural Centers covenant, the Dean of Student Life and the Director of Intercultural Student Services partnered for monthly visits to each Center. The sharing in good conversation in those spaces extended the sense of community beyond the Centers' walls.

The First Year Experience Live-On Requirement is designed to connect new students with key resources as they integrate into their new community. For a variety of reasons, incoming students may request an exemption from the requirement. The Dean of Student Life is part of the Exemption Review Committee and has been responsible for communicating the outcomes of exemption requests. While an exemption denial can be disappointing to the student, the Dean of Student Life always frames it as an invitation to explore possibilities that the residential life community may be able to support the student's needs and greatly contribute to their successful transition.

Shared values are the cornerstone to building community. To express the shared values of our student community, the Dean of Student Life convenes a workgroup that collaborates for customized messaging grounded in OSU values. Student-relatable messages were published in the Barometer as inserts each term.

Student Employment

The Dean of Student Life office employed three graduate teaching assistants during the past academic year. Their experience is measured with a Goal Setting Rubric in the areas of Customer Service & Professionalism, Contribution & Initiative, Office Area Knowledge, Supervision & Leadership Skills, and Collaboration & Attitude. Supervisors are both professional mentors and educators. We expect student employees to be communicative, creative, self-motivators, responsible, and intuitive.

Healthy Students & Campus

In addition to holistic support of students through the Student Care services, the Dean of Student Life provides direct service to students who are experiencing challenges during their recovery from a concussion. When effects of a student's injury persist beyond two weeks, the DOSL collaborates with Student Health Services to obtain medical documentation to support a courtesy message to instructors on the student's behalf. Without this support, students experiencing concussion may sustain negative academic impacts because they are ineligible for accommodations related to disability.

Student Satisfaction with Services

Teaching & Scholarship

Teaching

Student Life professionals are available to instruct, especially for CSSA courses and U-Engage. AHE520 Multicultural Issues in Higher Education, CSSA taught by Kim McAloney, SL Programs Coordinator; AHE599 Disability Issues in Higher Ed co-taught by Interim Dean of Student Life Tracy Bentley-Townlin and Disability Access Services Director Martha Smith; AHE599 First Year College Students: Programs and Philosophies taught by Kris Winter; AHE499 Explorations of Higher Education taught by Kim McAloney; ALS199 U-Engage, Untold Stories- Histories of People of Color in Oregon co-taught by Kim McAloney and Janet Nishihara.

Publications in Press, Peer Reviewed

Publications in Press, non-Peer Reviewed

Student Life professionals are available to instruct, especially for CSSA courses and U-Engage. AHE520 Multicultural Issues in Higher Education, CSSA taught by Kim McAloney, SL Programs Coordinator; AHE599 Disability Issues in Higher Ed co-taught by Interim Dean of Student Life Tracy Bentley-Townlin and Disability Access Services Director Martha Smith; AHE599 First Year College Students: Programs and Philosophies taught by Kris Winter; AHE499 Explorations of Higher Education taught by Kim McAloney; ALS199 U-Engage, Untold Stories- Histories of People of Color in Oregon co-taught by Kim McAloney and Janet Nishihara.

Publications Submitted

Internal Reports

Professional Presentations

Grants, Contracts, Licensure, & Certifications

Grants & Contracts

Licensure & Certifications

Certification: International Town and Gown Certificate earned by Jonathan Stoll, Director of Corvallis Community Relations.

Outreach & Engagement

Submission 1: Corvallis Community Relations: During AY14 we continued to uphold our commitment to Collaboration Corvallis by maintaining an email account and phone line for intake of concerns related to Town & Gown. By the end of Spring term we successfully recruited a Director for the program and he immediately began to connect with property managers and city representatives.

Groups engaged:

- The Corvallis community: Collaboration Corvallis, Corvallis Neighborhood Associations, Corvallis Property Owners Association

Submission 2: Student Care support for Cascades Campus: Administrators from OSU Cascades Campus engage with the weekly meetings of the Student Care Team by conference call. The connection has enabled the Cascades administrators to plan for growth and growth-related student needs. Assistant Dean of Student Life Kris Winter visited Cascades Campus to present on student care for faculty and staff training.

Groups engaged:

- Faculty & staff at OSU, outside the Division of Student Affairs: Cascades Campus academic faculty and staff

Submission 3: Student Care support for E-Campus: Provides consultation for instructors around students of concern in their E-Campus courses and, as needed, interventions in situations with distance ed students of concern.

Groups engaged:

- Faculty & staff at OSU, outside the Division of Student Affairs: Academic faculty and staff at OSU

Diversity

Defined by Dean of Student Life: For AY14 Student Life defined its diversity efforts as building community through common learning and strengthening community through group experiences around increasing our cultural knowledge.

Submission 1: The Student Life Organization, which is comprised of staff and student employees, had a learning agenda for the year on the topic of Increasing Our Cultural Knowledge. The speakers and activities at our twice-per-term meetings facilitated sessions that expanded our thinking and informed our learning. Not only was the content of the sessions rich, engaging with the presenters formally through their presentations and informally through after-presentation interactions afforded us opportunity to test what we learned about relating to those who are “not like us.” Our presenters included a graduate student from China who works with the International Cultural Service Program and the International Student and Advising Services Arabic Language Advisor. We included in our diversity learning a session on ROTC Culture 101 with a presenter from the OSU Department of Military Science.

Groups engaged:

- Faculty & staff at OSU, outside the Division of Student Affairs: Staff from ROTC, International Programs, and INTO OSU
- OSU students: International students at OSU, student leaders of the Ettihad Community, and student leaders from HSRC

Submission 2: Because of our deep commitment to our community that we believe is strengthened by its diversity, we continued to celebrate differences by activities associated with the Everyone Matters @ OSU initiative. The student-led initiative created safe and positive spaces for students to publically express themselves about a variety of big and little topics. The EM@OSU Facebook comments and likes indicated a movement of embracement of differences and a deepening respect for the ideas and expressions of others.

Groups engaged:

- Faculty & staff at OSU, outside the Division of Student Affairs
- OSU students (further describe, as needed),

International Activities & Accomplishments

ODOSL Grad Assistant, Hannah Pynn, participated in the NASPA and partners' International Student Affairs Study Tour of the Arabian Gulf summer 2014: Doha, Qatar; Abu Dhabi, Al-Ain, Dubai, UAE. Twenty-six attendees from across the globe spent 12 days exploring the Arabian Gulf on the International Student Affairs Student Tour. The curriculum of this educational program focused on student affairs in two countries: Qatar and the United Arab Emirates. In an exciting and evolving time for student affairs in the region, this was an opportunity to see higher education in action and exchange ideas across cultures and countries. Participants were able to see both national universities for these countries and campuses of U.S. institutions operating abroad.

Other Initiatives

Student Life underwent major changes in leadership during the academic year. The permanent Dean of Student Life transitioned to a school across the country, the Director of Career Services retired, the Director of Student Conduct & Community Standards made a career change, the Associate Dean of Student Life was decoupled from the DAS Director position so a recruitment for a permanent Director was conducted, and the growth of our Student Care Programs necessitated creating an Assistant Dean of Student Life position to administrate it. The transitions in our affected Student Life units weighed heavily on their staff and on the Organization. However, given the complexities and consternations of the year, we can genuinely declare that our services never wavered in excellence, our relationships are intact, and we are a more resilient organization. Most of the leadership vacancies are filled with highly qualified, committed, enthusiastic professionals and the departments and offices are operating at tremendous capacity. We are experiencing a Student Life renaissance!

Awards

Professional Faculty:

Kim McAloney, Coordinator, Student Life Programs was the recipient of the OSU Vice Provost of Outreach & Engagement Service Award which recognizes outstanding contributions by faculty and staff that significantly advance the mission of outreach and engagement.

Tracy Bentley-Townlin, Interim Dean of Student Life, was the recipient of a Student Affairs Service Award which recognizes staff who go above and beyond their position description daily; finds ways to preserve, recognize and advance the human spirit; has developed a new project or program or simplified some process; and exemplifies and forwards the six principles of the Campus Compact.

Program Review

Has Dean of Student Life completed a review since July 1, 2013? No

Next scheduled review:

Type of program review:

Dean of Student Life was reviewed:

Professional Involvement

International Town & Gown Association and NASPA (National Association of Student Personnel Administrators)

Committee Involvement

AAC, UCSEE, UEC, EMLT, Student Affairs Direct Reports, Student Affairs Leadership Team, Student Life Leadership Team, Community Care Team, Student Care Team, Student Life Assistance Team, FYE Central Implementation Team, FYE Campus Traditions Committee, FYE Live-On Requirement Exemption Committee, Veterans Advisory Committee, Athletics Compliance Committee, Campus Messaging Workgroup, Luminis Portal Page Owners' Workgroup, NASPA Center for Women Board, Oregon Women in Higher Ed; Graduate Council Representative for two doctoral and one master's, Major professor for CSSA master's, Committee member for one CSSA master's.

Key Performance Indicators

- Student Care Team managed cases: 117
- Student Life Assistance Team responses: 246
- Student death: Assisted 15 families of deceased students with concluding University business.
- Student Health Services referrals for concussion/student assistance related to concussion: 15.
- Greek Life Meet and Greets: 12 housed chapters were visited with approximate total attendance of 725 students.

Photos & Videos

Submission 1: Campus Messaging partners delivered a collaborative campus values, safety, and resources message through a fall term Barometer insert.

Attachment (copy & paste into browser):

http://ut1.qualtrics.com/WRQualtricsControlPanel/File.php?Filename=Campus+Messaging+-+Fall.jpg&Size=1452237&Type=image%2Fjpeg&F=F_4ZKlK4IuzVqe4B

Submission 2: Everyone Matters@OSU launched the CONversation Couch to provide a place for spontaneous chats about anything and everything.

Attachment (copy & paste into browser):

http://ut1.qualtrics.com/WRQualtricsControlPanel/File.php?Filename=EM+Conversation+Couch.jpg&Size=330703&Type=image%2Fjpeg&F=F_1FSQUBRhp5vqqeF

Submission 3: NUFPS Scholars and mentors create possibilities for changing the landscape of student affairs.

Attachment (copy & paste into browser):

http://ut1.qualtrics.com/WRQualtricsControlPanel/File.php?Filename=NUFP+AY14.jpg&Size=396006&Type=image%2Fjpeg&F=F_8iHqONW0JZ1h9g9

Submission 4: NUFPS interns represent the Office of the Dean of Student Life to elementary school students who request information about Oregon State University. A personal letter to each inquirer accompanies the SWAG.

Attachment (copy & paste into browser):

http://ut1.qualtrics.com/WRQualtricsControlPanel/File.php?Filename=NUFP+interns+packets.JPG&Size=132282&Type=image%2Fjpeg&F=F_5v6n2buTvUZIDOI

Submission 5: During AY14 the Student Life Organization was immersed in shared learning experiences around increasing our cultural knowledge.

Attachment (copy & paste into browser):

http://ut1.qualtrics.com/WRQualtricsControlPanel/File.php?Filename=SL+Shared+learning.JPG&Size=6722784&Type=image%2Fjpeg&F=F_cPkOJMsWZUTAxO5

Assessment Plan

Departmental Goals

- Additional new goal 1 (NG1b): Promote utilization of data, research and best practices to support student success
- Additional new goal 2 (NG2b): Develop and maintain collaborative relationships with university and community stakeholders to support student success

New Goal 1b:

Outcome NG1b.1

Outcome: Units reporting to the Office of the Dean of Student Life will annually submit an assessment plan and report that demonstrates the use of data, research and best practices to inform decisions that support student success. Success if 80% of units submit by the due date.

Methods: ODOSL will review all Student Life assessment plans and reports on an annual basis.

Implementation: The Dean of Student Life will review plans on an annual basis within 30 days of submission. The Dean will meet individually with Directors who do not submit a plan to discuss support needed to achieve this outcome.

New Goal 2b:

Outcome NG2b.1

Outcome: DOSL will identify and address a minimum of three barriers to student success

Methods: ODOSL will document phone calls, emails, and comments about barriers to success that students experience.

Implementation: ODOSL will invite students to participate in focus groups in order to identify student concerns. Information gleaned from the various methods will be shared with appropriate units in order to determine strategies to reduce or eliminate barriers.

Peer Review Process

Are you interested in participating in the Assessment Council's Assessment Report & Plan Peer Review process? (no response)