DIVISION PROFILE

The Division of Student Affairs consists of fourteen functional departments, each of which is responsible for providing a variety of student support, service, and educational programs for the university community. The staff members are dedicated individuals known for their passion and commitment to programs and services that positively impact student development.

This report is compiled by Student Affairs Assessment, Research, and Planning and highlights progress and success that we've made as a Division over the past year.

We hope that this summary will communicate the vision of a Division committed to continuous improvement and a culture that reflects our core values of student-centeredness, pluralism, integrity, collaboration, and engagement.
A MESSAGE FROM THE VICE CHANCELLOR

2017-2018 was an exciting and productive year for the Division of Student Affairs at UNCW, one where we continued enthusiastically promoting our goal of "Creating Experiences for Life" for our students. As a Division, we sustained our effort to further the UNCW mission through providing exceptional programs and services that cultivate the UNCW community and optimize student learning and development outside the classroom.

The details contained in this report paint a picture of a healthy Division that has consistently worked to encourage students' growth in the skills that are developed through campus involvement and engagement- skills like communication, leadership, critical thinking, and working with diverse groups of people.

We were again reminded this year that student needs are constantly evolving- from the personal and academic issues students face to how they engage as learners and leaders within our campus environment and well beyond its boundaries. The incredible passion and commitment of the Division of Student Affairs professionals to serve our students has been significant and nimble toward meeting their changing needs.

We are proud of our accomplishments, but we will not rest on our laurels. 2017-2018 is just the latest chapter in our commitment to providing the premiere university student experience that UNCW students have come to expect and benefit from.
MISSION & VISION

MISSION

Student Affairs is an integral partner in student-centered learning; we engage students in opportunities, experiences, and services designed to promote academic and personal success. Our culture reflects our commitment to diversity, ethics, community, and lifelong learning.

VISION

The Division of Student Affairs will create experiences for life for our students by being a national leader among higher education institutions through our commitment to holistic student development, responsiveness to students’ changing needs, and ability to embrace innovative programs and practices.
VALUES

Student-Centered
We keep students at the forefront of every program we design, every decision we make, and every educational opportunity we embrace. We balance our support of students by challenging them to think critically and solve problems. We contribute to a campus environment that focuses on success at UNCW and beyond.

Pluralism
We promote diversity by cultivating a respectful and inclusive community in which myriad identities, perspectives, ideas, and beliefs contribute to academic rigor, self-exploration, and an understanding of others. We encourage students to broaden their views, to be open to new experiences, and to apply their education toward addressing social, political, economic and environmental challenges confronting our communities.

Integrity
We are committed to ethical practices, civility, and accountability in our work. We educate our students in an atmosphere of openness and are committed to the highest professional standards.

Collaboration
We engage students, faculty, staff, and community partners with mutual trust, unconditional regard, and support. We treat each other with dignity, respect, and appreciation. Modeling these behaviors, we help prepare students to approach life and work in a collaborative manner.

Engagement
We emphasize the critical importance of engagement as a means of promoting personal growth and learning in all aspects of students’ lives. Engagement is a process that builds community, fosters intellectual curiosity and civic responsibility, and creates leaders. We engage with the total campus environment and the broader community to educate our students about the benefit of experiential learning.
DEPARTMENTS

ABRONS STUDENT HEALTH
ASSESSMENT, RESEARCH, AND PLANNING
CAMPUS LIFE
CAMPUS RECREATION
COLLABORATION FOR ASSAULT RESPONSE AND EDUCATION (CARE)
CAREER CENTER
COUNSELING CENTER
OFFICE OF THE DEAN OF STUDENTS

DISABILITY RESOURCE CENTER
HOUSING AND RESIDENCE LIFE
OFFICE OF STUDENT LEADERSHIP AND ENGAGEMENT
TITLE IX AND CLERY COMPLIANCE
TRANSITION PROGRAMS
UNIVERSITY LEARNING CENTER
361K+
student visits were made to the Student Recreation Center during the 2017-2018 year, with 12,452 unique visitors

88K+
student attendees at events hosted by Campus Life, Campus Activities and Involvement, Campus Life Arts and Programs, and Student Media

4,035
students lived on-campus at the start of the fall 2017 semester - including 2,036 new freshmen - a Housing Residence Life occupancy rate of 98%

1,717
students participated in five Commencement ceremonies in the spring of 2018, along with 14,811 parents, families, and friends
BY THE NUMBERS

13K+
student visits were made to the Abrons Student Health Center during the 2017-2018 academic year.

2,175
Exams were proctored by the Disability Resource Center during the 2017-2018 academic year.

30K+
Individual visits were made to the University Learning Center, which is 32% of the UNCW student population and 7% more than the previous academic year.

6K+
student contacts were made through outreach and prevention efforts from the Counseling Center.
IMPACT

HOUSING AND RESIDENCE LIFE

In the spring of 2018, UNCW participated in a national resident satisfaction and program effectiveness study that included 267,940 students across over two-hundred and fifty eight institutions.

Results showed HRL benchmarked among the highest institutions in the study in satisfaction, overall student learning and program effectiveness.

CARE

As CARE advocates worked with victims over the past year, it became apparent that there was a need – both at UNCW and nationally - for educational materials focused on healthy relationship-building and safety while using dating apps. In response, the CARE office researched and created a new presentation, Love Me Tinder, to discuss healthy relationship-building and safety issues on dating apps.

This program was one of the first of its kind across the country. In the spring semester, CARE successfully implemented the presentation twice to a total of 28 students on campus.
99% of students agreed or strongly agreed that, as a result of attending Orientation, they know the resources available to them at UNCW if they are having academic difficulty.

98% of students either agreed or strongly agreed that, as a result of Orientation, they feel a part of the UNCW community.
IMPACT

CAMPUS RECREATION
On the NIRSA Campus Recreation Benchmarking survey, UNCW Campus Recreation scored above national averages in categories relating to student needs being met; students feeling that there was something for everyone; levels on enjoyment while participating in Campus Recreation programs; facilities; and staff being friendly, available, and knowledgeable. Three-fourths of students responding to the survey reported Campus Recreation as important to their decision to continue as a student at UNCW.

CAMPUS LIFE
In the Spring of 2018, the Department of Campus Life examined whether involvement in a campus organization as a freshman tends to correlate with student success. The analysis took Campus Life student organization data and compared their involvement with a registered campus organization on their first-year GPA. The results of our analysis showed that first-year students who are involved in a registered student organization have GPAs that are around 0.3 points higher than first-year student who are not involved in registered student organizations.

ABRONS STUDENT HEALTH CENTER
The "Catch the Wave of Wellness" health fair introduced students, especially new students, to health and well-being related services that are available on- and off-campus. 44 vendors from on- and off-campus provided information to more than 600 attendees. Four hundred and fifty-four (454) attendees completed an evaluation as they left the health fair; 42.6% identified as being a freshman, meeting a goal of the program to introduce new students to health and wellness services. The feedback was overwhelmingly positive, with respondents sharing that they appreciated the variety of services represented, how interactive the people staffing the booths were, and how much they learned. Over 98% of people said that they would attend a health fair next year.
IMPACT

UNIVERSITY LEARNING CENTER

Studies have shown that tutoring can have positive impacts on students' academic success. At the end of the spring 2018 semester, we looked at whether students in the Academic Mentoring Program were successful in increasing their GPA. Our analysis showed that students who completed the program increased their semester GPA by 48%, on average. Participants who completed the program increased their cumulative GPA by 14%, on average.

These results provide strong evidence that the academic services of the University Learning Center help the students of UNCW.

14%
The average increase in cumulative GPA for participants in the Learning Center's Academic Mentoring Program

48%
The average increase in term GPA for participants in the Learning Center's Academic Mentoring Program

CAREER CENTER

In the summer of 2018, the Career Center explored the relationship between contact points with the Center and new freshmen retention into their sophomore year. The analysis showed that students who made no contact with the Career Center throughout the academic year had around a 21% likelihood of being retained into their sophomore year. In contrast, students who at least made one contact with the Career Center had around an 87% likelihood of being retained into their sophomore year. These results align with the academic research that shows how goals related to career aspirations may have a positive impact on student success while in college.

Increasing student engagement

Increasing student success
99.7% of students responding to anonymous evaluations agreed or strongly agreed that their Career Counselor helped them meet their job search needs.

97% of students were satisfied with their experience at the Office of Student Leadership and Engagement Student Leadership Conference.
CAMPUS LIFE
- Integrated the IOWA Grow reflective practice model for student employees
- Launched Wavelink software for registering and tracking student organizations on campus
- “The Seahawk” was nominated as a finalist for The Pacemaker - the “Pulitzer of college journalism”

CAMPUS RECREATION
- Analyzed the results of the 2017 NIRSA benchmarking survey which showed Campus Recreation as outperforming other institutions in select areas of satisfaction across the country
- Launched a leadership development program in partnership with UNCW Human Resources
- Increased the amount of training and development for professional and student staff
DEPARTMENT HIGHLIGHTS

CARE
- Worked with increased numbers of clients who were impacted by the national #MeToo conversation
- Developed a new training program - one of the first in the nation - for students in online dating applications
- Revised and improved website, online prevention programming, and promotional materials

CAREER CENTER
- Increased the number of Fortune 500 companies recruiting at UNCW
- Selected a new career services platform to connect students, Career Services, and employers
- Selected a new e-portfolio platform, a new online interview practice program, and a new career interest assessment software
- Hired a new Associate Director for Career Development, two Career Development Counselors, and an Employer Development Coordinator to increase career and employment services and programs for students, alumni and employers.

COUNSELING CENTER
- Hired a new Director for the Counseling Center, who reorganized services to make them more efficient for students
- Made over 6,000 contacts with students through outreach and prevention efforts across campus
- Began participating in the Center for Collegiate Mental Health National Study
DEPARTMENT HIGHLIGHTS

DISABILITY RESOURCE CENTER

-Implemented a new electronic management system for students with disabilities interacting with the DRC, increasing the ease of registering with DRC, requesting accommodations, and scheduling appointments including test proctoring.
-Processed 3490 "Accommodation Letters" for students with disabilities, notifying their faculty of reasonable classroom, learning, and assessment accommodations due to documented functional implications of their impairments.
-Participated in New Hanover County School Transition Advisory Team, planning and presenting to 160+ New Hanover County high school students with disabilities about transition needs when matriculating to post-secondary education and employment.

HOUSING AND RESIDENCE LIFE

- Implemented a new Residential Community Development Model
- Participated in an internal audit
- Participated in the Hurricane Zephyr simulation exercise
- Made widespread facilities improvements across the Housing inventory

OFFICE OF THE DEAN OF STUDENTS

- Implemented Maxient - a new caseload management platform for students of concern
- Formalized policies and procedures for the Housing and Academic Advising Team
- Assisted over 2,000 non-traditional, off-campus, and graduate students with transition and housing needs

OFFICE OF STUDENT LEADERSHIP AND ENGAGEMENT

- Held the inaugural ELEVATE Leadership Summit for UNCW students
- Implemented the IOWA Grow reflective practice model for student leaders and employees
- Made tremendous improvements in understanding food insecurity issues and how to address those needs for students at UNCW
**ABRONS STUDENT HEALTH CENTER**

- Worked to cast a vision for a Culture of Well-Being for the Division of Student Affairs
- Engaged campus and regional partners in dialogue around the national opioid epidemic
- Assisted the UNC System Office in their RFP process for a new insurance vendor

**TITLE IX AND CLERY COMPLIANCE**

- Completed a campus climate survey to better understand the support needs of UNCW students
- Increased outreach and visibility of the Title IX office across the UNCW campus
- Facilitated sexual misconduct, bystander intervention, hazing, alcohol, and other trainings for UNCW Athletic teams
- Made several improvements in institutional support for the UNCW community through the Advisory Committee on Transgender Issues
- Bolstered processes for the UNCW Annual Security Report

**TRANSITION PROGRAMS**

- Facilitated a more student-centered Convocation experience
- Made improvements to the Teal Bridge program, which supports UNCW transfer students
- Increased outreach to family members through more frequent newsletters
- Implemented a new Orientation registration system
- Improved processes for degree conferral and added additional commencement ceremonies to support UNCW graduates

**UNIVERSITY LEARNING CENTER**

- Increased the number of students who participated in Academic Achievement Services through growth in the Academic Mentoring Program
- Piloted several new academic support initiatives, including new Math study sessions
- Improved the certification levels of tutor certification for students working as tutors
- Developed new processes for supporting UNCW distance education students